



## **Chaitanya Godavari Grameena Bank**

(A Govt of India Undertaking Sponsored by Andhra Bank)

Head office, Guntur.

Reference No: 099/51/RFP/2019-20/01, Date: 17.02.2020

### **Request For Proposal (RFP) for Supply, installation, maintenance of Hardware & maintenance of Core Banking Application of the Bank.**

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**BID DETAILS**

S. No.	Subject	Date/time
1	RFP Ref. Number & Date	No. 099/51/RFP/2019-20/001, Dt. 17/02/2020
2	Last Date for receipt of Queries	20/02/2020 at 05.00 PM
3	Pre bid meeting	26/02/2020 at 12.30 PM at Andhra Bank - DIT, Cyber Gateway, Hyderabad
4	Last Date for Bank's response to Queries	02/03/2020
5	Last date for receipt of Bidding Documents	17/03/2020 at 03.00 PM
6	Date & Time of Opening of Technical Bid*	17/03/2020 at 03.30 PM
7	Contact details	<p>1. Sri B V Ramana Rao, General Manager, Chaitanya Godavari Grameena Bank, Head office, 3<sup>rd</sup> Floor, Raghu Mansion, 4/1, Brodipet, Guntur – 522 002. Phone No: 0863 - 2261125</p> <p>2. Sri Parla Srinivasu, Chief Manager – IT, Chaitanya Godavari Grameena Bank, Head office, 3<sup>rd</sup> Floor, Raghu Mansion, 4/1, Brodipet, Guntur – 522 002. Phone No: 93904 78378 Fax Number: 0863 – 2261123</p>
8	Address for Pre-bid meeting, Submission of Bids & Opening of Bids	Sri S Chiranjeevi, Sr. Manager – IT, Chaitanya Godavari Grameena bank, C/o Andhra Bank DIT, Block D, Level 3, Cyber Gateway, Madhapur, Hyderabad Phone No: 95336 99881, 040 - 23122342
9	Website address	<a href="http://www.cggb.in">www.cggb.in</a>
10	E-mail address for communication	<a href="mailto:ditsm@cggb.co.in">ditsm@cggb.co.in</a> <a href="mailto:dc@cggb.co.in">dc@cggb.co.in</a> <a href="mailto:gm-ho@cggb.co.in">gm-ho@cggb.co.in</a>
11	R F P Fee	Rs.25,000/-
12	E M D Amount	Rs.30,00,000/-

**\* Technical bid will be opened in the presence of the authorized representative of the bidders. Only one representative will be allowed to represent the Company.**



## Index

S. No.	Subject	Page No
1	Bank Profile, About RFP	1
2	Scope of work	3
3	Existing Core banking implementation	6
4	Broad scope of work	29
5	Service levels and penalties	44
6	Pricing	48
7	Eligibility criteria	51
8	Preparation of Bids and Bidding process	52
9	Evaluation of Bids	54
10	Technical Bid submission	56
11	General Terms and conditions	61
12	Annexure – 1 Compliance Certificate	68
13	Annexure – 2 Bidder Constitution and Contact Profile	69
14	Annexure – 3 Financial Details of the Company	70
15	Annexure – 4 Bidder support centre	71
16	Annexure – 5 Credentials – Projects handled by the bidder	72
17	Annexure – 6 Eligibility criteria	73
18	Annexure – 7 Technical specifications / Compliance	75
19	Annexure - 8 Query Format	95
20	Annexure - 9 Non-Disclosure agreement Format	96
21	Annexure – 10 Format of bank guarantee (for EMD)	98
22	Annexure – 11 Technical evaluation procedure	99
23	Annexure – 12 Pre-contract integrity pact	100
24	Annexure – 13 Application Integrity statement from OEM	107



25	Annexure - 14 Bill of material	108
26	Annexure -15 Form 1: Indicative commercial Bid Undertaking	113
	Form 2: Indicate commercial bid details	114
27	Annexure – 16 Existing Hardware & Oracle licenses Details	124
28	Annexure – 17 Transaction volumes	129
29	Annexure – 18 Business rules and Terms & conditions of Reverse auction	130
30	Annexure – RA 1 Reverse auction undertaking	135
31	Annexure – RA 2 Reverse Auction Process compliance Form	136
32	Annexure – 19 Undertaking for not being Black Listed	137
33	Annexure – 20 Authorization letter from OEM certifying Channel Partner / Authorized Dealer	138



## 1. Background

### 1.1 Bank profile

Chaitanya Godavari Grameena Bank (CGGB) was formed by the amalgamation of two Regional Rural Banks namely 'Chaitanya Grameena Bank' and 'Godavari Grameena Bank' with effect from March 1, 2006. Bank was formed as per RRB act 1976.

Bank is sponsored by Andhra Bank

Profile of Chaitanya Godavari Grameena Bank (CGGB).

The shareholding pattern of the bank

- Government of India 50%
- Andhra Bank 35%
- Government of Andhra Pradesh 15%

Chaitanya Godavari Grameena Bank is hereinafter called "Bank" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns herein after called "Chaitanya Godavari Grameena Bank" or "Bank" , issues this Request for proposal, hereinafter called "RFP".

### 1.2 About this Request for Proposal (RFP)

- 1.2.1 This Request for Proposal is issued for inviting proposals (Technical Bids, Indicative commercial bids, Reverse auction) for maintenance & monitoring of the existing Core Banking Application 24X7, CBS application version upgrade, supply, installation and maintenance of hardware & software and providing CBS and network Facility Management services. The 'Request for Proposal' (RFP) document is now being issued to enable vendors to submit their response to the Bank for the empanelment process.
- 1.2.2 A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as "Bidder / System Integrator (SI)" interchangeably.
- 1.2.3 The RFP document is neither an offer letter nor a legal contract, but an invitation for offers / responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Chaitanya Godavari Grameena Bank and the bidder.
- 1.2.4 The Bank further reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a vendor. When the Bank makes any such rejection, the Bank will not be bound to give any reason and / or justification in this regard to the vendor.
- 1.2.5 All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.



- 1.2.6 However, this is a binding document between Bank and respondents till the completion of selection process and notification of award and till a contract is signed between Bank and the Vendor in the process in case both parties initiate and expedite certain actions pending the execution of a contract.
- 1.2.7 The Bank may modify any / all of the terms of this RFP and shall be entitled to award the contract to a selected bidder with / without modification of any conditions contained herein.
- 1.2.8 This RFP document is structured in such a way that the Bidders fully understand and acquaint themselves with the requirements of the Bank.
- 1.2.9 While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses to RFP should be based on total understanding of the document.



## 2. Scope of work

### 2.1 Existing Setup

- 2.1.1. Bank has implemented Finacle Core Banking Solution version 7.0.16 on HP hardware with Itanium family processor/ HP-UX / Oracle platform. The Core Banking application database runs on Oracle 10g Enterprise Edition in active- passive cluster. The sync of DC-DRC Database is maintained through log-shipping configured using cron jobs.
- 2.1.2. The Finacle Core Banking setup has connect24, which interfaces with various external applications including delivery channels, and CSIS is the central stand in database used for online transaction during EOD/BOD operations and during maintenance of main database.
- 2.1.3. Bank has a total of 2 number Finacle App servers, 2 number Finacle web servers, 2 number Database servers at DC. Equivalent setup is available at DR also.
- 2.1.4. Bank has also implemented biometric authentication of users during Finacle login using solution provided by M/s Smart chip.
- 2.1.5. Bank has also implemented other delivery channels such as ATM, Cash Recycler, Mobile Banking in ASP model for which interfaces were developed in CBS. Bank has implemented RTGS, NEFT, IMPS, UPI, PoS, e-commerce, CTS, NACH, AEPS, APBS as sub member, FI Gateway, etc. for which interfaces were developed in CBS. Bank has been participating in various initiatives of GOI and respective State Governments for Financial Inclusion. Bank is extending CTS clearing services as sub member of AXIS bank.
- 2.1.6. The existing WAN infrastructure is used for online transaction. The Bank has established a 512 Kbps MPLS links of M/s Airtel in more than 161 branches, 64 Kbps VSats in around 70 branches, BSNL 64 Kbps MPLS links in 189 branches and BSNL 128 Kbps MPLS links in 22 branches. 217 branches are provided with secondary links (BSNL 64 Kbps MPLS or Airtel 64 Kbps VSat)
- 2.1.7. Bank has a two-tier network architecture consisting of Core and Access.
- 2.1.8. At present, the branches are on BGP to communicate with DC/ DR.
- 2.1.9. The contract with the existing System Integrator for Facility Management Services along with Annual Maintenance Contract /Annual Technical Support expires in September'2020. To continue with the support services for another term of five years and supply of new hardware/software, this tender is being floated.
- 2.1.10. The details of the existing setup are provided in section number 3.

### 2.2. Brief Scope of Work

- 2.2.1. This document constitutes Request for Proposal (RFP) for defining the scope of work for maintenance of the existing Core Banking Application including application version upgrade, supply and maintenance of hardware and software, AMC of existing hardware, Oracle database licenses supply & ATS and Facility Management services at Banks Data Centre (DC) at Hyderabad, and DR facility at Chennai.



- 2.2.2. Application support and maintenance of existing Core Banking application (Finacle version 7.0.16).
- 2.2.3. Application customization services.
- 2.2.4. Supply of Oracle database licenses if required and ATS for the existing license.
- 2.2.5. Facility Management services for application support 24X7, server administration, database administration and network administration.
- 2.2.6. Migration to Oracle 12C or higher version.
- 2.2.7. Supply, delivery, installation and maintenance of hardware, Storage, SAN Switch, and Backup software. The bidder is to ensure that proposed hardware is supported by OEM for minimum 7 years period and to submit declaration from OEM to that effect.
- 2.2.8. AMC for the period of 6 Months for existing CBS hardware is to be provided.
- 2.2.9. Support for implementation of BBPS, CKYC etc., services and the modules/services bank proposes to implement in these five years.
- 2.2.10. In future bank wants to implement Internet Banking, bank may float separate RFP for the same. Bidder must support integration of internet banking with CBS without any additional cost.
- 2.2.11. Migration to Finacle Version 7.0.25 form existing version 7.0.16.
- 2.2.12. Finacle version 10.x migration and to supply additional hardware required if any at the time of migration (optional item)
- 2.2.13. Supply, installation, commissioning and maintenance of UTMs (Firewalls) and CISCO routers.
- 2.2.14. Configuration and management of the existing network and security equipment at DC/DRC and monitoring the existing MPLS/VSATs links.
- 2.2.15. AMC support for the network equipment mentioned in the Annexure - 16.
- 2.2.16. Antivirus software for branches and setting of central server for patch updation.
- 2.2.17. In case of amalgamation / merger of CGGB with any other bank selected bidder has to extend the services as per the commercials finalized in this bid till entire data of CGGB is migrated to new entity.
- 2.2.18. In case CGGB acts as anchor bank, selected bidder has to extend required support for data migration from other entities to CGGB and ongoing support till end of the contract period. Commercials will be negotiated at the time of takeover of other RRBs.
- 2.2.19. The Bidder is to support for migration of data in coordination with other vendors as and when bank requires in the case of amalgamation/merger of banks etc., circumstances
- 2.2.20. This is an end-to-end project, the bidder has to take over the entire setup on, as is where is basis, even if the same is not explicitly mentioned in this RFP document. Further, all the items required for maintenance of the application should be considered by the bidder.
- 2.2.21. Bank is proposing for new colocation site for DC & DRC and floating separate RFP for the same.





- 2.2.22. This Bidder is to carryout shifting of equipment from existing DC & DR to new DC & DR colocation, which is an optional item.
- 2.2.23. Bank is proposing to implement Active Directory for user management across the branches, regional office, Head office and other locations. Bidder has to provide required hardware & software for implementation of Active Directory.
- 2.2.24. Selected bidder has to designate Project Manager who is responsible for take over and implementation of the project during contract period and will be single point of contact for end to end project.
- 2.2.25. Project review meeting will be conducted on quarterly basis or as and when required by bank to review comprehensive project implementation, progress, service levels, customizations etc., Review meetings will be conducted at Head Office, Guntur or at bank working location at Hyderabad. Project manager must attend for review meeting from Bidder Side.
- 2.2.26. The detailed scope of work is provided in section number 4.



### 3. Existing Core Banking implementation:

#### 3.1. Finacle Modules implemented

3.1.1. All branches / offices of the Bank are using Finacle Core Banking application provided by M/s Edgeverve (Infosys) and M/s EIT Services India Pvt., Ltd., is the System Integrator. The current version of Finacle used is 7.0.16. At present Bank has 219 branches / offices.

3.1.2. The current transaction volume is given below:

Parameter as on 31.12.2019	Total
No. of Branches	219
No. of users	1,247
No. of concurrent users	850
No. of Live Accounts	26,36,000
Peak total No of financial transactions in a day during the Dec'2019 month	4,20,500

3.1.3. The following modules are already implemented using Finacle Core Banking application:

- Customer Information System
- Signature Capture and Verification
- Clearing
- Deposits (CASA and Term Deposits)
- Loans and Advances (post sanction)
- Bills
- Guarantees
- Remittances and Inter Branch Reconciliation
- Fees, GST, Interest and Charges
- MIS
- General Ledger
- Lockers
- Delivery channel connectivity through Connect24.
- National Electronic Funds Transfer (NEFT) as sub member of Andhra bank
- Real Time Gross Settlement (RTGS) as sub member of Andhra Bank
- NPA
- IMPS
- E-KYC
- Inventory Management



- Products launched by NPCI (APBS, NACH, AEPS, IMPS, UPI, PoS, eCom etc., ) as sub member of Andhra Bank.

3.1.4. The details of the features that are already implemented in each of the above areas are provided in the following sections. The details may not be exhaustive and there could be other features already implemented which also needs to be taken care by the bidder.

### **Comprehensive Customer Information File:**

- 3.1.5. Generation of unique customer ID for any type of customer across any of the branches under CBS on accepting the details.
- 3.1.6. Auto generation of Customer Id and not to allow the user to enter the same.
- 3.1.7. System is capable of capturing party identification details such as PAN number, Unique ID number etc. as per RBI/Bank's requirements.
- 3.1.8. Ability to capture data like occupation / employment, nature of activity, anticipated level of income.
- 3.1.9. Ability to capture PID details validating customer IDs with duplicate PID details.
- 3.1.10. Ability to generate alerts, if the introducer is a staff member.
- 3.1.11. Ability to identify a customer ID as KYC compliant or not, by capturing a flag / field.
- 3.1.12. The system is capable to capture all the required data of the customers of different constitutions/types, as per Bank's requirements and statutory requirements like KYC/PML norms etc.
- 3.1.13. System allows modification in customer name under exceptional circumstances.
- 3.1.14. Ability to select and drill down customer details based on short name/ alphabets to identify correct ID of the customer.
- 3.1.15. Ability to store relevant data and to provide reports like Customer details, resume across all his accounts, history of changes done in CIF with old & new values etc.,
- 3.1.16. The system allows generation of reports based on details of customer such as cheques presented, returned, average balance, transaction turnover (based on parameterized amount/period), Customer constitution, customer type, customer status etc.,
- 3.1.17. The system supports personalized cheque books.
- 3.1.18. The Customer Information Module provides a single view of customers across the products and has the capability to integrate with all the modules across the CBS.
- 3.1.19. System also supports village/district masters.
- 3.1.20. Ability to support merger of branches & bulk transfer of accounts.

### **CASA Accounts – Common:**

#### **Account Opening:**

- 3.1.21. System permits opening of a new account only if Customer Master (CIF) is present, for Main account holders / Joint Account holders.
- 3.1.22. System has ability to link any number of accounts across the bank to a customer.



- 3.1.23. Account opening, modification, or closure is done under maker checker concept, with appropriate user levels.
- 3.1.24. Account number is auto-generated by system, with check digit. Provision is available to parameterize the structure of "Account Number" as per Bank's requirement.
- 3.1.25. While opening an account, the system has the ability to take all customer details in the existing Customer Information file and populate the details automatically.
- 3.1.26. Facility for automatic capture of default values specified for the selected scheme code.
- 3.1.27. Ability to auto populate default values in generic fields as given by Bank, with a provision to modify the same by the user.
- 3.1.28. The system has the ability to parameterize the eligibility criteria for opening different accounts for different customer types/constitutions. Also, the system is capable to capture the information regarding prohibitions and exemptions pertaining to the particular constitution. System can validate such parameters with the fields in CIF while opening the accounts, and throws alerts wherever deviations are found.
- 3.1.29. System has the capacity to capture Introducer details such as Name, Customer ID, Address, relation with the customer, Period of Knowledge about Customer etc.
- 3.1.30. Ability to generate letter of thanks to the Account holders after an opening of account, with a provision to generate the letter to any or all of Main account holder, Joint Account holders, Introducer & Related parties.
- 3.1.31. Ability to enter risk rating at customer master level with a provision to modify the same either upward or downward with higher level authorization.
- 3.1.32. Opening of account using e-KYC using AADHAR at branches & Micro ATMs.

#### **Account Maintenance & General:**

- 3.1.33. Facility to switch from one scheme to the other without change of account number
- 3.1.34. Facility to support sweep and reverse sweep from the operative account to term deposit, after keeping the minimum balance as parameterized
- 3.1.35. Ability to add or delete the names of a party from an account
- 3.1.36. Nomination facility with acknowledgement, modification, and necessary registers maintenance. Nomination is mandatory for Insurance deposit accounts.
- 3.1.37. System is able to generate balance confirmation letters, interest certificates.
- 3.1.38. Allowing Temporary Overdraft (TOD)
- 3.1.39. Ability to parameterize minimum balances in the account based on the scheme code, location of Branch, cheque book facility.
- 3.1.40. Ability to credit or debit any of the accounts within CBS (Any Branch Banking), subject to parameterized exemptions (e.g. illiterate account/ Inoperative accounts/ new accounts etc.)
- 3.1.41. System supports issue of Pass Book / Account statement and both at the option of account holder.
- 3.1.42. Ability to issue pass book in the format provided by the bank along with full address and telephone number of the Branch. The unique customer identification/ account number is printed on the cover of the passbook.



- 3.1.43. Provision for Lien marking up to specified amount. Marking or un-marking done with maker & checker concept with appropriate user levels. Required reports and logs are made available for the same.
- 3.1.44. Provision available for account freeze, for debit or credit or both. Freezing or un-freezing is done with maker & checker concept with appropriate user levels. Required reports are available for the same.
- 3.1.45. Providing cheque book facility based on scheme type / as per customer request.
- 3.1.46. Provision for acceptance/revocation of Stop payment instructions. System can validate the same during all types of transactions.
- 3.1.47. Provision available to parameterize the duration for marking an account as inactive/dormant and system can mark the accounts as inactive or dormant, as per parameterization.
- 3.1.48. Provision available to change of account status from Dormant to Normal seeking authorization of higher level.
- 3.1.49. Ability to block credit transactions in dormant accounts.
- 3.1.50. Ability to capture data like type of transactions to be conducted, sources of funds.
- 3.1.51. Ability to generate required reports on unclaimed deposits as per statutory requirements.
- 3.1.52. During account closure, system pays/recovers applicable interest and recovers applicable charges.
- 3.1.53. While account closure, system validates for linking of the account with other accounts, standing instructions, pending cheques for collection, ATM card linking, charges pending for recovery etc., and gives appropriate alerts. Account closure is restricted or allowed only by overriding by higher level users.
- 3.1.54. System support numeric fields to allow entry of numeric values only.
- 3.1.55. Ability to make some of the existing fields as mandatory as per bank's requirement.
- 3.1.56. If entry and verification are allowed in single menu option, verification is allowed to higher work class as specified by bank.
- 3.1.57. Ability to add new fields in CIF/account opening screens, as per bank's requirement.

### **Interest:**

- 3.1.58. Ability to maintain scheme wise Interest rates and to modify the same with effect from a previous/ future date. In case rate of interest is effected from a previous date, interest/ products are to be reworked accordingly. Ability to maintain history of the same.
- 3.1.59. Ability to create interest provisions as and when required by the Bank for periodical profitability arrival or for Balance sheet purpose. System checks reversal of the same without manual intervention.
- 3.1.60. Ability to parameterize the nature of interest application i.e., daily products or minimum balance between 10th to month end or as per RBI norms, and to apply interest at Bank specified periodicity, as parameterization.

### **Insurance:**

- 3.1.61. Ability to parameterize Minimum & Maximum age, Insurance premium/service charges/service tax for different schemes or products and for different age slabs.



- 3.1.62. Ability to recover the insurance premium/charges automatically, on the day of account opening and also on a pre-defined date of insurance year-end, for renewal of scheme by executing a batch job.
- 3.1.63. Insurance premium/service charges are recovered to main account holder/joint account holder/other related parties, as per parameterization or specification in account master.
- 3.1.64. The recovered premium is credited to respective office account/insurance company accounts as per the bank's requirement at the account branch or at a designated nodal branch.
- 3.1.65. Reports is available in specified format, on the list of accounts with details of insurance premium/charges recovered or not recovered, along with reason for the same.

### **Service Charges:**

- 3.1.66. Ability to define different service charges scheme -wise based on a flag indicating applicability of service charges
- 3.1.67. Ability to facilitate parameterization, collection and exemption of the charges such as Minimum Balance charges, account closure charges, stop payment charges, duplicate passbook/statement charges, cheque book issue charges, inoperative charges, folio charges, cheque return charges, Number of withdrawals exceeding the parameterized limit per month/quarter, handling/incidental charges on insurance linked accounts and other charges etc.,
- 3.1.68. Parameterization for charges/collection are done at Scheme level.
- 3.1.69. Ability to parameterize Service Tax and to recover the same along with Service charges.

### **Signature Scanning:**

- 3.1.70. Ability to scan signatures/Photos and to link to the accounts.
- 3.1.71. Ability to disallow modification or deletion of signature once linked to the account. Only addition of signature permitted. History of the same is to be maintained.
- 3.1.72. Facility to display latest signature/ photos of account holder/authorized/ joint signatories, during financial & non-financial transactions, or with the help of hot keys

### **Minor accounts:**

- 3.1.73. Ability to identify the minor account on attaining majority and provide appropriate alerts / reports.
- 3.1.74. Ability to generate letter on minors attaining majority. Also, provision is available to: i) generate a letter addressed to the guardian (where the account is operated by the guardian) at least one week prior to minor becoming a major and (ii) generate a letter addressed to the minor who becomes a major. This is done both in the case of accounts in single names as well as in joint names

### **Reports-general:**

- 3.1.75. Facility to generate the resume of an account or range of accounts in required format.
- 3.1.76. Provision available to generate all the reports required for Branch verification, internal MIS & statutory requirements.
- 3.1.77. Provision available to generate the advises/notices/statements required to issue to the customers.
- 3.1.78. Provision available to generate reports based on transactions in new accounts, inoperative/dormant accounts, Accounts opened and closed in a specified period/scheme/location, insurance related, unclaimed deposits etc.



- 3.1.79. Ability for reporting of cash transactions of Rs.10.00 lakhs and above during given period.
- 3.1.80. Facility to generate consolidated reports for a given SET ID.

### **Current Accounts**

- 3.1.81. The system is capable of defining and operating Current deposit type of accounts.
- 3.1.82. These accounts can be opened by individuals, JHF, proprietary concern, partnership firms, private and public limited companies, registered or unregistered clubs and associations, co-operative societies, Government Departments, religious endowments, semi Government or local bodies, trusts, executors, administrators, liquidators, receivers, assignees etc.
- 3.1.83. By default, Current Accounts is Interest free, with cheque book facility, and with certain minimum balance stipulation. But, there is provision to pay interest on Current accounts in special cases, to open current accounts without cheque book facility, and without minimum balance stipulation.
- 3.1.84. Operating the account regularly and frequently without any restriction on number of withdrawals or deposits.

### **Savings Bank Accounts**

- 3.1.85. The system is capable of defining various Savings Bank (SB) schemes such as General SB accounts, No Frills Accounts and Insurance Linked Accounts.
- 3.1.86. The system supports opening of SB accounts for the customers of different constitutions and customer types like in the name of individuals, Joint accounts, Purdanishi ladies, Illiterate persons, Students, minors, visually impaired persons etc.
- 3.1.87. These accounts can be opened by individuals / jointly with the name of the two or more persons, payable to any of them or to the survivor or survivors or to all of them jointly
- 3.1.88. System is able to support Group SB accounts for SBSHG, SBRMG, and SBJLG.

### **No Frills Accounts:**

- 3.1.89. Ability to open No Frills Accounts with relaxed KYC norms / zero balance, and to maintain zero/low minimum balance.
- 3.1.90. Ability to exempt No frills accounts from specified service charges.
- 3.1.91. There is provision to parameterize Maximum Limits for (a) total credits to the account during year, and (b) Credit balance at a given time.
- 3.1.92. There is provision to parameterize Alert Limits for (a) total credits to the account during year, and (b) Credit balance at a given time.

### **Temporary Overdraft (TOD) in Current and Savings Accounts (CASA)**

- 3.1.93. Ability to grant TOD in CASA accounts, by competent user levels only.
- 3.1.94. Ability to allow/prohibit TOD during transactions, as per scheme code.
- 3.1.95. It is a contra entry for the debit balances i.e., TODs arise in CASA accounts
- 3.1.96. It will be shown both under assets and liabilities
- 3.1.97. Provision available to parameterize interest rate, and to auto recovery of applicable Interest periodically / during account closure / account regularization.



## Term Deposits:

- 3.2.1. The system is capable of defining various deposit schemes including Reinvestment deposits, Fixed Deposits, Overdue deposits, Tax Saver Deposits, Recurring Deposits, Recurring deposit Plus, Akshaya Term Deposits.
- 3.2.2. The system allows to open Term Deposit accounts for all types of persons like individuals, Joint accounts, Firms, HUF, Companies, Corporations, Societies or associations, Trust, Executors and administrators, Govt./Semi Govt., Departments, Local bodies etc. The system also provide for means to identify each account based on above constitution/type for MIS purposes.
- 3.2.3. System support basic features such as
- 3.2.4. Term deposit Product/Scheme Creation as per bank guidelines, Term Deposit Account Opening, Renewal of overdue deposit, Extension and Closure
- 3.2.5. Each account is linked to a Customer master
- 3.2.6. Account opening with Monthly/Quarterly/Half Yearly/Annual Interest application frequency
- 3.2.7. Account maintenance (Account Modification/Inquire)
- 3.2.8. Transaction maintenance and deposit account funding in cash or Transfer mode
- 3.2.9. Periodic interest booking/calculation/posting and TDS application
- 3.2.10. Closure of account before maturity (with or without penalty) with slabs for individuals and corporate with time limit or on maturity
- 3.2.11. Premature cancellation charges are waived if the deposit is closed for better rate of interest. If the renewed deposit is closed prematurely, earlier waived penalty to be recovered. This is applicable for all Term Deposits for that premature cancellation is allowed.
- 3.2.12. Due date notice printing
- 3.2.13. Auto renewal facility for identical periods
- 3.2.14. Deduction of TDS @ different slabs as per IT act
- 3.2.15. TDS application as per IT act
- 3.2.16. Nomination facility is available
- 3.2.17. Claims and deceased deposit payment
- 3.2.18. Interest rates version maintenance
- 3.2.19. In case of Reinvestment and recurring deposits, interest will be calculated & credited to the account every Quarterly/half-year (compounding quarterly).
- 3.2.20. In case of Fixed Deposits, interest will be calculated as per the frequency specified while opening the deposit (Monthly/Quarterly/).
- 3.2.21. For payment of interest on Term deposits Bank follows Ground Rules and Code of Ethics of IBA (GRACE) i.e., on deposits repayable in 179 days or where the terminal quarter is incomplete, interest would be paid for the actual number of days on the basis of 365 days in a year.
- 3.2.22. System is capable of doing the following in respect of renewal of overdue term deposits:





- 3.2.23. The system is capable of generating reports such as deposit ledger, accounts closed /opened in a given period/scheme/area etc., report on interest rates, TDS recovered, Interest credited/TDS deducted – party wise/branch wise, deposits under auto renewal etc.
- 3.2.24. System supports Interest on FD accounts to the credit of Interest payable Demand (Office Accounts) if customer does not have operative account with Bank and it also facilitates for checking account wise details of interest outstanding in IPD accounts
- 3.2.25. System is customized to mask linked operative account field, maturity value etc., during account opening and in modification.
- 3.2.26. Also checks with Maximum period and Maximum amount values set at scheme level while opening the accounts. Also checks other parameters and exceptions/validations during opening the accounts.
- 3.2.27. System allows for transfer of TDA accounts between SOLs.
- 3.2.28. System does not allow opening of new TD accounts under overdue GL.
- 3.2.29. System does not allow opening of new TD accounts through ONS menus.
- 3.2.30. System allows modification of penalty flag during account closure.
- 3.2.31. System auto populates renewal interest table code during manual renewal of deposit account.
- 3.2.32. The following customizations are implemented:
- 3.2.33. System will allow for refund of TDS only if TDS exemption details are available for the depositor in the customer master.
- 3.2.34. System is able to collect locker operation charges, if locker operations exceeds 6 in a quarter by the locker holder.
- 3.2.35. System is able to pick eligible a/c preferential for senior citizen/staff while opening/renewal of the deposits.
- 3.2.36. TDS is applicable on RD/RD Plus schemes.
- 3.2.37. System is able calculates TDS based on total interest paid to the customer by the Bank as a whole.
- 3.2.38. System is customized for recovery of locker rent due from customers on annual basis through centralized batch process.
- 3.2.39. System is able to collect penalty on premature closure of RD/ RD plus deposits (within 6 months).
- 3.2.40. System is able to transfer of matured deposits/RD Plus accounts to overdue GL.
- 3.2.41. System is customized for Printing of Form 15G/H declaration with customer details pre-printed.
- 3.2.42. Controls in Term deposit module:
- 3.2.43. Closure proceeds will be credited to Sundry's account – if repayment account ID is not available.
- 3.2.44. Interest on FD will be credited in depositor/joint holder operative account only – if operative account is not available, system will credit the interest amount in IPD account.



3.2.45. Customized reports:

- a. Projected Interest Income details based on Branch/Customer wise.
- b. Interest paid & TDS deducted during the period

## Overdue deposits

3.3.46. A term deposit, which is neither renewed nor paid on the due date, is transferred together with interest to this account.

3.3.47. Interest is payable on overdue deposits as defined by Bank / RBI.

3.3.48. Full particulars of the term deposits like number, name of the depositor etc., are noted against the overdue deposit.

3.3.49. The system is capable of making interest-provisioning requirements through system (monthly with facility to reverse through system).

3.3.50. Transfer of Unclaimed Overdue deposits (more than 10 years) to RBI – DEAF account.

3.3.51. Fixed Deposits

3.3.52. A fixed amount can be deposited for a specified period.

3.3.53. Minimum amount of deposit is Rs.100 with no ceiling on maximum amount.

3.3.54. Minimum period of deposit is 15 days and maximum period is 120 months with automatic renewal facility and facility for premature cancellation.

3.3.55. Standing instructions can be taken for payment of interest.

3.3.56. Loan facility is available up to 90% of the deposit amount.

3.3.57. Deposits can be made by individuals, HUF, Proprietary concerns, partnership firms, Limited Companies, Registered bodies, trusts, Government / Quasi Government departments.

3.3.58. TDS is applicable on interest as per IT Act.

3.3.59. Nomination facility is available.

3.3.60. Reinvestment Deposits

3.3.61. A reinvestment plan, where interest will be added to the deposit amount quarterly/half yearly, on quarterly compounding basis.

3.3.62. Minimum amount of deposit is Rs.100 with no ceiling on maximum amount.

3.3.63. Minimum period of deposit is 6 months and maximum period is 120 months and facility for premature cancellation.

3.3.64. Application of interest is done on a quarterly/half yearly, on quarterly compounding basis.

3.3.65. Loan facility is available up to 90% of the accrued amount of deposit.

3.3.66. Deposits can be made by individuals, HUF, Proprietary concerns, partnership firms, Limited Companies, Registered bodies, trusts, Government / Quasi Government departments.

3.3.67. TDS is applicable on interest as per IT Act.

3.3.68. Nomination facility is available.

3.3.69. Tax Saver Deposits

3.3.70. A term deposit account from Income tax assesses to get exemption under section 80c of IT Act.



- 3.3.71. Deposit can be in the form of FD with monthly/quarterly interest payment or Reinvestment Deposits.
- 3.3.72. Can be opened by Individuals or HUF, Income tax assesses with permanent account number either singly or jointly.
- 3.3.73. In case of joint account, exemption under Sec 80C shall be available only to the 1st holder of the deposit.
- 3.3.74. To obtain the declaration from the depositor stating that the deposit amount under such scheme with various banks does not exceed Rs.150000/- - under Sec 80c of IT act.
- 3.3.75. It is for a fixed period of 5 years.
- 3.3.76. Minimum amount of deposit is Rs.100/- or multiples thereof with a maximum of Rs.150000/-.
- 3.3.77. No deposit loan to be allowed or no lien to any other loan.
- 3.3.78. No provision for premature cancellation.
- 3.3.79. No nomination shall be obtained in case of minor.
- 3.3.80. TDS is applicable on interest as per IT Act.
- 3.3.81. Recurring Deposits
- 3.3.82. An affordable amount can be deposited monthly to receive a lump sum amount together with interest on due date.
- 3.3.83. Accounts can be opened by individuals (singly / jointly), clubs, proprietary concerns, partnership firms, companies associations, education institutions and other registered bodies for genuine saving purpose.
- 3.3.84. Application of interest is done on a quarterly/half yearly, on quarterly compounding basis.
- 3.3.85. Minimum period of deposit is 6 month and in multiples of three months with a maximum period of 120 months with facility for premature cancellation.
- 3.3.86. Accounts are accepted in monthly installments with a minimum sum of Rs.5/- per month and multiples thereof.
- 3.3.87. Loan facility is available up to 90% of the deposit and interest accrued on it.
- 3.3.88. Nomination facility is available
- 3.3.89. TDS is applicable on interest as per IT Act.
- 3.3.90. Facility to accept the amount of cash deposited in multiple of installment amount. Facility to restrict cash deposit in matured accounts.
- 3.3.91. Recurring Deposit Plus
- 3.3.92. Amount of installment is in multiples of Rs.100/- subject to maximum of Rs.1 lakh.
- 3.3.93. Depositor can choose 'Core installment' at the time of opening the account. Monthly installment cannot be less than this core installment.
- 3.3.94. Depositor can step up the monthly installment up to 10 times of core amount within the ceiling. Step-up amount in multiples of core installment can be paid any number of times during the month.
- 3.3.95. The depositor can step down the installment any time but not below the core amount.
- 3.3.96. Deposit period is Minimum 6 months and maximum 60 months.



## Locker Module

- 3.4.1. It is customized in system as per bank guidelines
- 3.4.2. It is customized such that branch can maintain Locker masters i.e., locker types and their corresponding rents, Keys & locker number maintenance
- 3.4.3. System is able to capture locker issued, surrendered and rent arrears details
- 3.4.4. System is able to capture locker operation details (check-in and check-out time)
- 3.4.5. System is able to collect annual locker rent through centralized batch process

## Advances

- 3.5.1. The system has the ability to parameterize different loan products (together with their applicability to different customer categories) including, but not limited to the following: Loans against deposits, Loans against KVPs, NSCs LIC policies etc., Loans against shares and mutual funds, Loan against Gold (Non- Agricultural), Clean Loans, Loans against merchandise, MSME term loans(RT, BE, P&SE, SSI etc.), Kisan credit card loans, Agri Term loans, Self Help group loans etc. .
- 3.5.2. The system has the ability to define retail/ corporate loans based on GLs, threshold limits, constitution or a combination of any other parameters.
- 3.5.3. The system has the capability define various product types under general ledgers and to classify broadly into, including but not limited to the following: Demand Loans, Overdrafts, Cash Credits, Term Loans and Bills
- 3.5.4. The system has the ability to maintain a list of approved security types (i.e. land and buildings, house sites, plant and machinery, jewels, deposits, NSCs, KVP, shares (fully paid/ partly paid details, physical/demat etc.), LIC policies, stocks, book debts etc. The system has the ability to link a single security to multiple loans/ limits, fully/ partially and multiple securities to a single account
- 3.5.5. Each account is linked to a party master.
- 3.5.6. The system has the ability to specify the category
  - GL level,
  - Tenure of the loan (e.g. demand/ term loan/ working capital term loan) and also to manually classify the loans as desired by the bank
  - Repayment period (short term/medium term/long term)
  - Department code
  - Industry code
  - BSR codes (main codes and sub codes)
  - Sectors and sub-sectors
  - Education (Inland/Abroad)
  - Tiny/ micro enterprises/ Small Scale Service and Business Enterprises (SSSBE)
  - Rural/ semi urban/ urban/ metro, based on the place of construction (in case of housing loans)
  - Direct/ Indirect finance



- 3.5.7. The system has the ability to capture all data required by the bank for the particular type of loan. The system has the capability of allowing the user to define additional fields other than those available, with ease for additional data capturing.
- 3.5.8. The system provides facility to create, modify, delete and print masters related to Facilities, Purpose, BSR codes, Scheme codes, DSB, Loan code master, Industry code, Sanctioning authority, Gold codes, Asset codes, Charge codes, Classification of advances. Limit type, Party Grading Master.
- 3.5.9. The following requirements are related to Interest Application
- 3.5.10. Ability to define 'Overdue' interest percentage and the conditions for the reckoning of over dues for different type of loans for automatic calculation of OD interest as per the set parameters and ability not to charge 'overdue' interest during holiday/ gestation period
- 3.5.11. Ability to change interest method/ rate for an account/ customer at branch level
- 3.5.12. Ability to modify interest calculation mode from simple to compound and vice versa for the periods defined by the bank
- 3.5.13. Ability to parameterize the frequency of compounding interest
- 3.5.14. Provision for retrospective/ prospective change in rates of interest to accounts/ schemes/ customers/ GLs and automatic recalculation and recovery/ credit of differential interest at the time of application of interest or closure of account
- 3.5.15. Ability to calculate/ recalculate interest, based on 'value date' of transactions
- 3.5.16. Ability to charge simple/ compound interest, based on the crop seasons defined in case of agriculture/ crop loans
- 3.5.17. Ability to maintain interest history at account level/ scheme level/ customer level/ GL level
- 3.5.18. Ability to maintain zero interest accounts (e.g. subsidy) both of OD/CC type of accounts.
- 3.5.19. Ability to generate interest calculation report for a previous date (for any given rate) for the purpose of verification by inspectors/ auditors (without considering the interest actually debited during the period)
- 3.5.20. Ability to enter the ratings given by different agencies and the interest rates applicable.
- 3.5.21. Ability to fix overdue interest exemption limits like 5,000/- for all loans and Rs.25,000/- for priority sector loans
- 3.5.22. The following requirements are related to EMI calculation and application
- 3.5.23. Provision for EMI calculation on the limit sanctioned/ amount disbursed, based on frequency and number of installments, loan amount, interest rate. There is provision to round-off the EMI up to certain tolerance limits
- 3.5.24. Ability to specify more than one EMI schedule for a loan (step-up or step-down by a specified percentage or fixed amount)
- 3.5.25. To recalculate EMI on the following conditions: Revision of rate, on capitalization of interest/charges like liability insurance, Restructuring, Reschedulement / Rephasement
- 3.5.26. Ability to prevent modification of the EMI amount calculated by the system, beyond certain specified tolerance limits



- 3.5.27. Ability of the system to validate the aggregated and modified fixed installment amounts against the total loan amount, in case of modification of installments of non-EMI loans
- 3.5.28. The system supports the following features related to interest subvention.
- 3.5.29. Ability to capture subvention parameters, amount up-to which accounts are eligible for subvention, Kharif and Rabi seasons (in terms of from and to dates), subvention applicable up to dates separately for Kharif and Rabi, rate of interest chargeable to party and rate at which claim is to be made on RBI, details of GL numbers and account types
- 3.5.30. Ability to charge original applicable rate of interest after expiry of the subvention period of the scheme or on due date of the loan, whichever is earlier
- 3.5.31. Ability to calculate and post interest periodically (at present quarterly) at subvented rates on all eligible accounts and at usual rates on the remaining accounts
- 3.5.32. Ability of the account closing program to calculate interest at subvented rate on eligible accounts
- 3.5.33. Ability to calculate claim on a quarterly basis/suggested intervals and submit to RBI as per the proforma
- 3.5.34. Provision for recalculation and posting of interest (debit or credit) due to revision/change of interest rate with value date
- 3.5.35. Ability to permit modifications to default interest rates (parameterized for the specific scheme) only on approval by manager/ appropriate authority (parameterisable).
- 3.5.36. The system has provision for re-schedulement/ rephasing of loans with or without over dues / interest (parameterized).
- 3.5.37. The system has the provision to restructure loans under CDR/ bank's compromise policy/ Government directions (e.g. principal and Interest separately with or without overdues or as defined by the bank/ conversion of agriculture loans).
- 3.5.38. The system has the ability to print loan pass books in case of agricultural advances, weaker section advances, advances against gold ornaments or as defined by the bank.
- 3.5.39. The system has the capacity to define and collect Processing Charges, Upfront Charges, Other periodic charges, such as administrative charges (including at the time of closure), Ledger Folio Charges, out of pocket expenses, etc. These charges are levied to the debit of the Loan / Advances account. System has the provision to exempt certain charges at scheme level and also at account level.
- 3.5.40. The system has the ability to capture the details of subsidy received from agencies and to link them to accounts, to place subsidy amount in the appropriate account e.g. sundry creditors/ sundry suspense as defined by the bank and to adjust the subsidy to loan accounts as defined by the bank and for recalculation of interest.
- 3.5.41. The system has the ability to define margin for various types of securities at individual security level and to define products/ schemes where margin amounts need to be collected from the customer, before disbursement of the loan amount. The margin amounts to be collected may be flat amounts, Percentage, Tiered slab-wise amounts/percentages etc.
- 3.5.42. The system has the provision to classify NPA accounts as per IRAC statements and for identification of accounts which were categorized as NPA in any particular period/quarter. The system also has the ability to mark NPA manually at customer/account level with parameterized level of authorization.



- 3.5.43. The system has facility to calculate provision based on the availability of security (e.g. for substandard assets)
- 3.5.44. Facility to capture unrecovered interest and installment separately
- 3.5.45. Provision for automatic reversal of outstanding interest (from the date of NPA) on the date of marking an account as NPA
- 3.5.46. Provision for auto upgradation/ down gradation of assets based on the recoveries/ age of NPAs which are definable
- 3.5.47. Ability to maintain the history of NPAs with date and code
- 3.5.48. Ability to define exemption categories of loans from the purview of NPA (e.g. deposit loans)
- 3.5.49. Ability to generate details of closed NPA accounts period -wise, range -wise
- 3.5.50. The system supports reconciliation mechanism for interest booking on loans.
- 3.5.51. Facility for debiting interest on loan accounts periodically but reporting the same as due on a predefined future date.
- 3.5.52. Automatic switchover of charging of interest from simple to compound and compound to simple.
- 3.5.53. Simplified menus for opening of accounts under gold loans, deposit loans, agriculture cash credits. System supports auto assignment of interest rates for loans against deposit opened through quick opening menus as per banks guideline. Auto adjustment of security to Loan/OD accounts on due date of the deposit.
- 3.5.54. System supports transfer of accounts between SOLs.
- 3.5.55. System generates interest rate history report on loans and advances.
- 3.5.56. The system supports "Technical Write-off of loan accounts.
- 3.5.57. The system supports debit of insurance premium for "Personal Accident Scheme" for Kissan Credit Card Scheme.
- 3.5.58. The system is capable of identifying member wise details for 'Rythu Mithra Groups'/Joint Liability Groups etc.
- 3.5.59. The system supports loan installments in EMI/EQI/EHI.
- 3.5.60. Ability to generate Interest certificate for a specified period.
- 3.5.61. System supports debit of Liability Insurance premium for Housing Loan/ Education Loan/Clean Loan/Property Loan/Consumer Loans.
- 3.5.62. System support conversion of CC accounts to TL as per declaration of RBI under Natural Calamities.
- 3.5.63. Support for claim of Pavala Vaddi and Vaddi leni runalu t payment concept.
- 3.5.64. System supports capturing of internal ratings as per banks guideline.
- 3.5.65. System supports generation of SMS Alerts for Loan Installment /overdue/Limit due for renewal.
- 3.5.66. System support capturing of data (security details) related to Mortgage property and uploading to CERSAI Centrally.
- 3.5.67. Support disabling/enabling of certain keys in certain fields.



- 3.5.68. Supports Auto recovery of installments from linked operative accounts from same sol and from different sol.
- 3.5.69. Support for recovery of installment through Standing Instruction mode.
- 3.5.70. Support for modification of interest rate at account level with effect from back date with authorization from concern controlling authority.
- 3.5.71. Support for modification of Limit history at account level with effect from back date with authorization from concern controlling authority.
- 3.5.72. Ability to consider excess/ short interest collected automatically in previous posting and adjust during the next interest application. The same should be shown separately in the interest report.
- 3.5.73. Supports view/ print details of various loan products/ schemes.
- 3.5.74. Ability to record both primary and collateral security details (with multi-record provision) party-wise (including third parties)/ account -wise with details of charges, margin and insurance. There should also be a provision to monitor and revalue the securities at predefined intervals.

## Bills

- 3.6.1. The system is able to handle purchase, discount, and collection of instruments including inward / outward bills, cheques, demand drafts, warrants etc. for various categories of customers such as individual customer, group, corporate customer, staff member etc.
- 3.6.2. The system is able to handle all types of cheque operations like lodge, purchase, realize (full or part), dishonor, recovery, transfer from collection to purchase, free delivery, etc.
- 3.6.3. The system is able to charge preferential /overdue interest as per the policy of the Bank, & ability to pay interest on delayed collection of cheques/bills for any period.
- 3.6.4. The system is able to generate covering letters with all details of instruments sent for collection along with the instructions for collection for Bank. Also be able to generate payment advice / realization advice on realization/ retiring of bills/cheques to the drawer of bill.
- 3.6.5. The system is able to generate Charges/Interest Collected Report - details of normal, penal interest - bill wise, party wise, register/sub-register wise.
- 3.6.6. The system is customizable to handle the collection of overdue charges for Overdue Realization and Overdue Dishonor of bills.

## Bank Guarantees.

- 3.6.7. The system is able to handle different types of bank guarantees including performance guarantee, financial guarantee, bid bond guarantee, advance payment guarantee, deferred payment guarantee, third party guarantees on behalf of joint ventures etc.
- 3.6.8. The system is able to classify bank guarantees into secured and unsecured guarantees.
- 3.6.9. The system can allow to define whether commission is to be collected in full or in installments spread out over a user defined period.
- 3.6.10. The system is able to release the margin or lien on closure of bank guarantee.
- 3.6.11. The system is able to handle invocation of bank guarantees. The system can facilitate verification of due date and restrictive periods prior to processing invocation of bank guarantees.





- 3.6.12. The system is able to process invocation of BGs as per the payment instructions and generate the necessary accounting entries.
- 3.6.13. The system is able to generate resume on the BGs issued/ outstanding/ commission earned etc., customer-wise, branch-wise, purpose & sector-wise etc.. for a particular date or for a period.
- 3.6.14. The system is able to generate standard reports of outstanding liabilities as on date, income & expenditure, margin details & business reports for any period based on Customer, due date, beneficiary, purpose, sector.
- 3.6.15. The system is customizable to handle the collection of processing charges during sanction/renewal/enhancement of BG limits

### **Branch Side Operations – Cash module.**

- 3.6.16. The system has the ability to parameterize GL for cash transactions. All cash transactions are debited/ credited to this GL account.
- 3.6.17. The system is capable of operating in local currency (Indian Rupee). Presently operations in Foreign Currency are not envisaged.
- 3.6.18. The system supports receipt of cash by the cashier from all account types permitted by the bank. The system also supports payment of cash for authorized transactions.
- 3.6.19. The system provides various reports like cashier's Receipt scroll, Payment scroll, consolidated reports of cash etc.

### **Branch side operations - Clearing module.**

- 3.6.20. The system supports outward clearing, inward clearing, cheque return accounting and basic reports.
- 3.6.21. The system supports different types of Masters like MICR codes for Bank, Branch and City, Instrument types, cheque return reasons
- 3.6.22. The system provides for opening and closing of any number of batches (with unique batch numbers) in each category of clearing.
- 3.6.23. The system facilitates the marking of Outward Clearing Returns through Inward Clearing and automatic entry of Inward Clearing Returns in Outward Clearing Returns Batch.
- 3.6.24. The system is able to generate various reports like bank-wise and branch-wise statements, different clearing registers, cheque return memo, cheque refer registers etc.

### **Branch side operations – Remittances module**

- 3.6.25. The system supports various remittance products such as Demand Drafts(DD) / Banker's Cheques(BC), Pay Orders (PO), Agency drafts (AD), Electronic funds transfers (EFT).
- 3.6.26. The system supports the following transactions with respect to the above remittance products - Issue (including mass issue), Payment (including mass payment) , stop payment, cancellation, revalidation and duplicate issue, stop payment revocation etc.
- 3.6.27. The system allows prescribing minimum and maximum amounts, validity period, commission and exchange and other charges like cancellation, revalidation, duplicate charges etc.
- 3.6.28. The system supports maintenance of masters like Bank lists, Branch lists, Branch code No, Agency Bank codes, Agency Bank branches, and Branch-wise or Branch group-wise limits for issue/ pay/ honor of remittances.
- 3.6.29. The system supports facility of printing on pre-printed stationery. System also supports the picking of the next series of inventory number, as per user's choice.



- 3.6.30. The system also generate Register/ report/ query for specified DDs/ BC/POs/ ADs/ TTs/ GCs Issued, Paid, Cancelled, Revalidated, Duplicate issued, destroyed, payment stopped, as on any date or for a given period for a given scheme code or account number.
- 3.6.31. The system is able to compute and charge commission, interest, cheque return charges and other charges and service tax thereon as applicable as per the circulars in force. Transactions exceeding limits are marked as exceptional transactions.
- 3.6.32. The system is able to generate standard reports of Outstanding liabilities as on date, income & business reports for any period based on Customer, due date.

## General Features

### Access Control Requirements:

- 3.6.33. The system provides the following facilities regarding access control
- 3.6.34. Supports Maker Checker Facility (multiple levels) based on category of staff, Product type, Account type, Transaction Type/amount, Effect of transaction (like a/c becoming TOD etc), Status of the Account (inoperative, dormant a/c). Ability to enforce appropriate authorization using maker checker concept for setting up User level / ID / account level passing limits
- 3.6.35. Ability to parameterize events as exceptions and map with GLs / sub GLs for granting authorization powers
- 3.6.36. Provision to update the data only after verification by checker, for all financial / non-financial transactions
- 3.6.37. Every activity / transaction is tagged with the corresponding operator and all levels of authorizations by indicating the staff number / user ID of all the employees who "handle" this transaction along with the time of handling / authorization and generate relevant reports
- 3.6.38. Ability to provide appropriate user rights management features, i.e. no user other than the System Administrator to have command line / any other means of accessing UNIX Shell or database directly
- 3.6.39. Ability to lock account in case of repeated entry of wrong id-password combination (parameterisable) and ability to automatically lock User ID and activate password protected screen savers when logged in session is inactive for more than the predefined period (parameterisable) of time.
- 3.6.40. Ability to reset of password and can provide a dummy Password, which to be changed on first log in by the user. The system can capture such details in an exception report
- 3.6.41. Ability to provide menu / sub menu / screen / field / report which are restricted on the basis of individual user IDs access level and Ability to define user access (on transactions) to be based on the following options including but not limited to: Input, Hold, Modify, Delete, Authorize, Reverse, View / Display, Print etc.
- 3.6.42. Ability to restrict access to change User Level Master parameters to certain user groups and with appropriate authorization. System can support all activities related to user profile maintenance from central level and certain activities from branch level with maker checker provision. System will not allow more than one user ID for any employee.
- 3.6.43. Ability to provide a separate pre-set Menu option against each User Level defined within the system. Ability of the system to create new menu option for a new User level created. This restricts access of users to only authorized menu options



- 3.6.44. Ability to link login access ID with each user's unique staff number allotted by the Bank and Ability to link the user's designation with the work class allocated in the CBS. The work class allocation can be scaled downwards or upwards with adequate authentication duly capturing the letter reference, date of effect and reasons for the same. History of previous work class etc. to be maintained
- 3.6.45. Facility to control cash / clearing / transfer limit for each user with appropriate authorization. This control is at user level / work class level.
- 3.6.46. Has provision to grant read and write permission for each module, scheme, GL subhead etc. at user / user group / user level and menu wise with appropriate authorization and Ability to restrict access rights of Auditors to read only
- 3.6.47. Ability to generate mandatory log for all the activities carried out by highly powerful users like System Administrator / DBA and for all activities at prompt level by any user
- 3.6.48. Provision for user is limited to a single session on the network i.e. user cannot log-in concurrently from more than one terminal.
- 3.6.49. Ability to query / generate the following reports / logs as on a particular date / range of dates including but not limited to: User accounts created, Access rights granted, Current as on users etc.,
- 3.6.50. Ability to maintain a serial for each Mandatory log

### **Application Features**

- 3.6.51. Ability to support branch code of up to 4 digits and Up to 99 users per branch and up to 1,25,000 customers per branch
- 3.6.52. Ability to support definition and classification of products under a multi-level hierarchy under authorization from highest level of user
- 3.6.53. Ability to define workflow and also the levels of authorization for each transaction type under authorization from highest level of user
- 3.6.54. Ability to exclude any / some accounts / group of accounts from interest / charges etc. under appropriate authorization
- 3.6.55. Ability to configure mandatory fields for master and transaction within each module, ensuring their entry before the transaction / master entry is 'committed'
- 3.6.56. Ability to support calendar definition (and modification) for each location / branch capturing weekly holidays, public holidays, non-business working day, unscheduled holidays for each front office separately
- 3.6.57. Ability to restrict access for modification prior to authorization to the maker. In exceptional cases, permission / access for modification may be given to another user by the Branch head / Data Centre when the maker is not available. In such case the user ID of the modifier to be captured in the system
- 3.6.58. Has provision to have batch update for all modules in the solution, and Provision to parameterize the scheduling of any batch job
- 3.6.59. Ability to define and process tasks for Start of Day, End of Day, Start of week, End of week, Start of Month, End of Month, Start of quarter, End of Quarter, Start of year and End of Year and Ability to permit EOD processing only after ensuring that: All transactions are authorized and Entries / modifications in masters / parameters etc., are authorized
- 3.6.60. Ability to store and retrieve images of signatures, photographs, Physical document images and linking them to customer ID and / or account number, for retrieval



- 3.6.61. Ability to provide for value dated transactions, which result in a change in the end-of-day account balance and / or targeted to an account linked to a tiered interest rate structure. To be flagged as 'exceptions' and processed via the end-of-day interest
- 3.6.62. Ability to upload / download data to the core Banking system received in any electronic format (i.e. flat files, FTP, excel, dbf, PDF and direct download from internet sites, media uploads etc.)
- 3.6.63. Ability to download data in prescribed formats, (i.e., Interest on deposits and fee / rents paid, annual return on Cash deposits in SB accounts etc.)
- 3.6.64. Ability to archive database on user definable parameter (e.g. from and to dates for transactions, closed accounts, accounts with zero balances) and provide a parameterized process for purging various types of data which is archived

#### **Exceptional Transactions Maintenance**

- 3.6.65. Ability to define conditions for transactions to be treated as exceptional transactions
- 3.6.66. Ability to capture override of a given rule / parameter in an exception report which is printed automatically as part of EOD
- 3.6.67. Ability to generate exception reports for a given period for a given account and given type of transaction relating to the selected period and ability to generate exception reports on a daily basis as part of the day -end activity and print / display exception reports for any defined date or range of dates, sanctioning authority -wise.
- 3.6.68. Ability to display the following fields in the exceptional transaction report, but not limited to: Date and Time Stamp, Transaction ID, Operator ID, Transaction details (before and after changes), Referred by ID, Authorizing personnel etc.,

#### **Product Accounting**

- 3.6.69. Ability to configure / define accounting rules for individual product and generate accounting entries that will be passed to the GL module
- 3.6.70. Ability to block GLs and sub GLs on closure / discontinuation of schemes / GL / sub GL accounts to prevent passing of any transactions to the same and Provision to disallow subsequent reallocation of blocked GLs / sub GLs / schemes
- 3.6.71. Ability to automatically generate accounting entries, online at the time of data entry or batch update itself, based on the pre-defined rules

#### **Nominal Heads**

- 3.6.72. The system maintains GL codes for in following Nominal Heads including but not limited to - Sundry Debtors, Sundry Creditors, Sundry Suspense, Credit Receivable and Items in Transit etc. The system also has the ability to define whether parameters like cash/transfer/clearing is allowed for the GL head
- 3.6.73. The system is able to support creating any number of sub-codes under each GL. The system must also have the ability to accept either partial reversals or one to one reversals based on the parameter for the particular sub code
- 3.6.74. The system supports integration with other modules like clearing, ATM etc.
- 3.6.75. The system generates a unique serial/item number for each of the originating entry, sub code wise.
- 3.6.76. The system has the ability to generate nominal ledger for a range of date's Nominal head wise, Sub code wise and also to query for item wise, date wise with reversal details.



3.6.77. The system supports different reports like outstanding, reversals, age-wise analysis, CRA schedules etc. sub code wise / GL Sub Head wise for any date. The report are also generated sol wise / set id wise.

### **Head Office Accounts**

3.6.78. The system is able to transfer of funds from one branch to another branch\head office for items not falling under Demand Drafts / Agency Drafts.

3.6.79. The system can define various Inter Branch transaction codes, including the following, but not limited to BC, BP, CC, CR, IP, LB, OT, PP, AT, AB, RR, , FN, DT, HT, RC, RT, MC etc. for Inter Branch transactions (Type of Transaction may be given numerical code)

3.6.80. The system supports for entry and maintenance of all originating debit, originating credit and responding debit and responding credit transactions.

3.6.81. The system can enable HO account entries under all types of A/Cs. i.e. Cash, Clearing and Transfer.

3.6.82. The system supports for serial numbers of the advices are to be generated automatically with integration to the Inventory module. Before going to EOD, number of advice generated and number of advice inventory tallies and is enabled to acknowledge in the system.

3.6.83. The system is able to capture details like branch code from branch master and is able to generate a unique inter-branch advice number for each transaction as a reconcilable entry. Same numbers are not repeated by any branch on a particular date.

3.6.84. The system is able to print Branch Advices in the Bank defined formats with the following details, but not limited to, Branch Code of both originating and responding, date of the advice, amount, inter-branch transaction code, details of transactions. Without details of transaction, system will not allow authorization.

3.6.85. The system provides print of IBR statements/balancing report (consolidation of credit advices/debit advices, etc.) both at Branch level and at a centralized location (branch-wise) in the prescribed formats. The system can generate warning messages in event the individual accounts/product totals do not match the GL totals.

### **Audit**

3.6.86. The system is able to handle the Bank's auditing requirements – both statutory (e.g. Risk based audit as per RBI guidelines) and other customized audits that are configured by users.

3.6.87. The system is able to restrict access to auditing features only to designated users.

3.6.88. The system is able to maintain complete audit trail for transactions and other activities including the new tables which are required to be created / maintained due to customizations) so as to enable the RRBs' auditors to recreate transaction workflow if needed.

3.6.89. The system allows configuration of audit trails on the basis of user defined parameters.

3.6.90. The system is able to provide facilities for on-site or off-site auditing in CBS enabled branches.

3.6.91. The system allows the Bank's audit division to perform branch inspections.

3.6.92. The system supports concurrent audits, income audit and IS audit for all CBS enabled branches.

3.6.93. The system supports generation of all reports including the statutory reports.

### **Goods & Service Tax**



- 3.6.94. The system is able to collect GST along with service charges for all services and ability to link Service Tax calculation with all modules, which have incidence of the same, including but not limited to deposits and advances.
- 3.6.95. The system automatically calculate and deduct GST at the time of Accounting / Provision / Recognition of payable / receivable transaction, actual payment, down payment, EOD / SOD etc.
- 3.6.96. The system is able to create a charge structure which considers parameters including but not limited to product, duplicate issuance, cancellation charges, volume, value, amount etc.
- 3.6.97. The system is able to maintain a master to capture the following services that attract service tax, including but not limited to commission / exchange, charges on various services, any other charges from time to time.

### Management Information Systems

- 3.6.98. The system is able to generate dynamic reports based on the requirements like information on customer accounts, statutory reports, mandatory reports and various operational reports like Balance sheet, P&L analysis, NPA reports, Time and demand liabilities, Income Recognition and Asset classification returns 1A, 1B, 2A, 2B etc.
- 3.6.99. The system is able to generate all reports related to advances like BR 12Y, suit-filed, credit limits, borrowal accounts etc.
- 3.6.100. System is customizable to generate branch wise GL balances along with jotting balances and display the differences if any

### Application Software Features

- 3.6.101. Audit features of Finacle is enabled for traceability of transactions.(financial as well as non-financial)
- 3.6.102. SMS alerts are enabled for transactions in CBS.
- 3.6.103. Software supports upload and download of files for bulk postings, data for consolidation, MIS. Branches receive bulk files from its clientele for posting to the customer accounts for payments like clearing, salaries, pensions, bonus, and purchase of sugar cane or other agricultural commodities, loan repayments, DD/PO issuance etc. Duly validated posting of these bulk files with entry level authorization and also supporting bulk authorization is required. Data from Non-CBS for consolidation for Consolidated GL or any other relevant Bank consolidation module is also to be supported. Software is capable of upload of masters (employee / branch / bank etc. ) into Finacle as a onetime exercise.
- 3.6.104. The advances modules handles all guidelines about prudential norms for identification of NPA, including probable NPAs, NPA management and suit filed, written off and compromised accounts. Income Recognition and Asset Classification (IRAC) is totally handled in the existing software and the data is consolidated at Bank level. This is a statutory requirement for the finalization of balance sheet and this requirement is provided as per the latest guidelines with provision to make modifications based on parameterization for provisions to be made.
- 3.6.105. Advances modules captures information about all types of Securities (primary and collateral) against which Banks can sanction loans. Bank handles various securities including movables / immovable creating various types of charges. The securities include but not limited to shares and other paper based securities, Government bonds, NSC, housing, commercial real estate, agricultural lands, agricultural equipment, agricultural produce and other ancillary agricultural assets, stock-in-trade (open and under lock and key), Land, Machinery, fixed assets, raw material, stock-in-process, finished goods of industries, assets created in schematic lending, gold ornaments, Jewels etc. All types of securities that can be handled by the RRBs in India as per the extant guidelines are to be supported with provision to add more to the list with



parameterization. Various valuation types, revaluation, capturing dates of valuation, valuer's details are to be supported

3.6.106. Generation of comprehensive MIS and statutory, standard and reports for business information and decision making: Besides various scrolls, ledgers, day end reports which are required as part of the transaction based routines, returns required for MIS, Balance Sheet finalization, statutory audit, control and monitoring function are presently handled in the existing system with Bank-wise consolidation in two tier process. The reports are required branch-wise as well as Bank-wise.

3.6.107. ATM / Debit Card . The Bank is providing ATM service as sub member of sponsor bank (AB) through ATM switch maintained by M/s FSS. Bank is having base of 3.00 lacs RuPay debit cards and RuPay Kissan credit cards. Bank has outsourced Point of Sale terminals (PoS)

### User Profile Related Activities

3.6.108. The solution is capable of User Work class / Role-id /Sol-id etc., changes through menu at Head Office and also supports handling of user profile related activities at RO/Branch level.

3.6.109. In addition to the above, the following applications are also customized in Finacle:

- Locker Module
- ACH-APBS
- AEPS
- Interest subvention
- NEFT Module
- RTGS module
- FI Module and on line transactions through FI Gateway.
- Aadhaar seeding menus
- Bulk uploading of SB Accounts- HEBTM.
- Social Security schemes (PMJJBY and PMSBY)
- APY
- IFLI module
- IMPS,UPI, Mobile Banking modules.
- Ac opening using eKYC

## 3.7. Social security schemes :

3.7.1. APY (Atal Pension Yojana): APY is a Scheme is implemented. Subscribers have to contribute amounts proportional to assured pension required and Govt. will contribute another 50%, subject to a maximum of Rs.1000 p.a. The subscribers are assured to get pension ranging from 1000 p.m. to 5000 p.m. after age of 60.

- Modification of Non-financial fields after verification (ex: Nomination name, subscriber's name and date of birth)
- Option for upgradation/down gradation of APY pension amount



- Option for voluntary exit.
- Intra/Inter transfer of APY account.
- Generation of acknowledgement slip
- Scrolls and reports
- Generation of subscriber registration/contribution/modification files.
- Standing Instruction execution on monthly/quarterly/half-yearly basis for collecting contribution amount.

#### **Pradhan Mantri Jeevan Jyothi Bima Yojana**

- Rs.2 Lakhs Life Insurance cover on member's death due to any reason, payable to nominee.
- This is a One year renewable group insurance cover.
- New enrolment is for age group 18 years (completed) to 50 years (nearer birthday) in to the scheme.
- After enrollment, Coverage will be available up to age 55 ((nearer birthday) for existing members
- Premium per member is Rs.330/- which is reviewable annually.

#### **Pradhan Mantri Suraksha Bima Yojana**

- Rs. 2 lakhs Life insurance cover on member's death due to any reason, payable to nominee.
- Rs.1 lakh insurance cover on irrecoverable loss of one eye or one foot or one hand.
- This is a One-year renewable group insurance cover.
- New enrolment is for age group 18 years (completed) to 70 years (nearer birthday) in to the scheme.
- Premium per member is Rs.12/- which is reviewable annually.

### **Current version of application, database and Operating system**

3.7.2. The following are the current version of application, middleware, database and operating system implemented.

<b>Software</b>	<b>Version</b>
Application	Finacle 7.0.16
OEM	M/s Infosys
Operating system	HP-UX 11.31
Database	Oracle 10g
Middleware	Apache Tomcat
Backup software	HP Data protector 6.0





## 4. Broad Scope of work

- 4.1.1. At present Bank is using Finacle Core Banking version 7.0.16 and lot of customizations are built into the software by the existing System Integrator. The objective of the Project is to take over the support and maintenance of the Finacle Core Banking application, database and system administration and network administration from the existing System Integrator on as is where is basis and maintain all the existing features of the application / interface built which are either default features or customized as per Bank requirement. All the customizations which are implemented and not explicitly mentioned in this RFP document also should be maintained by the bidder.
- 4.1.2. The existing CBS version Finacle 7.0.16 is to be migrated to 7.0.25 and the bidder to take all the steps for migration to ver. 7.0.25 within 9 months of taking over the contract.
- 4.1.3. Existing hardware reaching end of support shortly. Details of existing hardware, existing volumes and projected volumes for next 5 years provided in Annexures. Based on this data, vendor is to arrive new hardware required and supply & installation at DC/DRC.
- 4.1.4. AMC for the period of 6 Months for existing CBS hardware is to be provided.
- 4.1.5. At present Bank holds HP Unix based licenses for Finacle application and the application has dependency on HP Unix OS. Vendor has to supply hardware which is capable of migrating application from existing systems to new hardware which is capable of porting the existing application. If vendor proposes any other hardware, it is the responsibility of the vendor to get the existing application migrated to new hardware platform, build all the existing customizations, and carryout UAT in coordination with M/s Infosys. Any additional cost arising out of this migration to be borne by the vendor. Bank will pay only existing ATS to M/s Infosys as per existing contract with the Bank.
- 4.1.6. Hardware to be replaced for DC, DR, UAT and Backup instances.
- 4.1.7. Existing 4 UTMs (Firewalls) to be replaced with 8 UTMs and 4 CISCO routers are to be supplied for DC and DR.
- 4.1.8. The contract with the existing SI M/s EIT Services India Pvt., Ltd is expiring on 15/09/2020 and hence the resources of the newly selected bidder should be placed latest by 01/08/2020. Required transition from existing SI to be planned by the selected bidder and detailed transition plan with timelines to be submitted by 31-05-2020 so as to ensure Knowledge Transfer from the incumbent vendor to the new vendor, and full take over happens from 16/09/2020 onwards.
- 4.1.9. Taking into consideration the contents of this RFP along with its annexures, the Bidder shall be required quote for supply & installation of new hardware and for the CBS application maintenance, database maintenance, system administration, migration to Oracle 12C or higher version, migration to Finacle version 7.0.25, migration to Finacle 10.X(Optional item) for a period of 5 years. Bank has the option to extend the contract for two more years or till the new vendor is finalized.
- 4.1.10. The bidder is to ensure that proposed hardware is supported by OEM for minimum 7 years period and to submit declaration from the OEM to that effect.



- 4.1.11. Bank is proposing for new colocation area for DC and DRC and floating separate RFPs for the same.
- 4.1.12. If required, the Bidder is to shift the existing equipment (Servers, network equipment, workstations etc.,) at DC, Hyderabad to proposed New DC, Hyderabad and to shift the existing equipment (Servers, network equipment, workstations etc.,) at DRC, Chennai to proposed New DRC, Chennai. This task may or may not be opted by bank. Hence this will be treated as an optional item.
- 4.1.13. It is the responsibility of bidder for migration of CBS solution and all the associated applications from existing hardware to new hardware. Any technical constraints, configuration mismatch aroused between old hardware and new hardware should be addressed by the bidder. Further hardware required to address such issues will be arranged by bidder.
- 4.1.14. It is the responsibility of bidder that all updates / patches / security recommendation are to be carried out for OS / Application / Middleware etc., VA / PT reports given by Auditor to be fixed by the bidder.

## 4.2. Detailed Scope of the Project:

### Support and Maintenance of Core Banking application:

- 4.2.1. The scope of work includes maintenance of the existing centralized Core Banking Solution (Finacle) 24X7, including, but not limited to, operating systems, application software, RDBMS and other associated systems, performance tuning, and facility management so as to be able to achieve the relevant service levels described herein. Bank will provide necessary Network connectivity, Data Centers (Primary and Secondary sites) and ensure their maintenance either through internal arrangements or through a Separate Service Provider.
- 4.2.2. The existing CBS version Finacle 7.0.16 is to be migrated to 7.0.25 and the bidder to take all the steps for migration to version 7.0.25 within 9 months of taking over the contract.
- 4.2.3. The bidder will be responsible for maintaining the existing Test & Development (2 instances), Training and Productions setups of Finacle. We use business copy at DR as Report server instance.
- 4.2.4. The bidder will be responsible for maintaining the connect24 setup which interfaces with various external applications including delivery channels and CSIS the central stand in database which is used for online transaction during EOD/BOD operations and during maintenance of main database.
- 4.2.5. Finacle core Banking is tightly integrated to applications like Financial inclusion gateway, ATM, PFMS, RTGS, NEFT, IMPS, UPI, other NPCI applications like AEPS, APB, ACH, Mandate management system. The bidder will be responsible for maintaining these integrations at Finacle side.
- 4.2.6. Presently bank is not using fixed assets module available in the Finacle CBS due to some issues and maintaining Fixed assets details in the separate stand alone module. Now Bidder is to ensure that issues in Fixed Assets module in Finacle CBS are fixed and all the fixed assets details will be updated in the CBS.
- 4.2.7. Support for generation of all the reports and customization for MIS required by the Bank time to time.



4.2.8. The following surround applications extract data from Finacle & bidder need to support the same:

- a) ALM (Asset Liability Management)
- b) AML (Anti Money Laundering)

4.2.9. The bidder will be responsible for end to end configuration, maintenance and uptime of Core Banking Solution (Finacle) including CSIS & Connect24. This also includes application of patches received from OEM after testing the same in UAT environment.

4.2.10. Bank is planning to have own customization team for basic options and the customization developed by them needs to be deployed by the bidder to all environments. Selected Bidder is to extend required support for implementation of any new modules/services proposed by the Bank during the contract period.

4.2.11. It may be noted that all the ATS payable to OEM for Finacle CBS will be paid by Bank directly to the OEM. Bidder has to quote only for the maintenance of the application including the customizations built on it.

4.2.12. The bidder will be responsible for applying of database patches, fine-tuning of database and version upgrades as per the requirement of the bank. Database version upgrade cost to Oracle 12c or higher version (one time charges) needs to be quoted by the bidder.

4.2.13. The bidder will also be responsible for Operating System fine tuning, application of patches, version upgrades etc., on server.

4.2.14. As System Integrator, it is the responsibility of the vendor to raise pending calls with OEM, follow-up with them for getting required resolution and resolving the issues/ pending calls.

4.2.15. The bidder engineer stationed at DC /DR has to take backups as per the schedule.

4.2.16. The bidder should carryout DR drill every quarter or whenever required by the bank for all the application as per the schedule provided by bank. At present Oracle data guard is implemented for replication of data from DC to DR.

4.2.17. Further bidder should switch operation from DC to DR & vice versa whenever there is an exigency as per the requirement of the bank.

4.2.18. The RPO and RTO is given below:

Sl. No	Application	RPO	RTO
1	Finacle Core Banking	10 minutes	1 hour

4.2.19. The Bidder shall provide necessary resources for the system administration, Operating System maintenance, RDBMS maintenance, Application Software maintenance as part of solution in response to RFP.

4.2.20. The Bidder shall be required to submit a detailed project plan considering the entire scope expressed in the RFP document or scope deemed necessary and manage the project execution. The plan submitted should cover all the assumptions that have been made by the bidder for a smooth execution of the project.

4.2.21. Selected bidder has to designate Project Manager who is responsible for take over and implementation of the project during contract period and will be single point of contact for end to end project.

4.2.22. Project review meeting will be conducted on quarterly or as when required by bank to review comprehensive project implementation, progress, service levels, customizations etc., Review meetings will be conducted at Head Office, Guntur or DIT, Hyderabad. Project manager must attend for review meeting from Bidder Side



4.2.23. The Bidder should also consider the following:

- Addition of more branches, offices under CBS
- Operating system upgrades. The required license will be procured by Bank
- Addition of Features / Modules through a change management process. For this bidder has to quote for the Man day rates.
- Any other component which the bidder feel essential for the project
- New interfaces.

### Network services management

- 4.2.24. The Bidder will be responsible for identifying and resolving network problems like routing issue, configuration issue, hardware issue, IOS issue, activating backup links in case auto failover not happening etc. of all the network components of the Wide Area Network. This also includes hardware problem of WAN equipment in DC and DR.
- 4.2.25. The FM engineers stationed at DC/DR is responsible for resolving all network /link related issues in coordination with the supplier/service provider. In case of links from third party service providers they need to inform, escalate and coordinate with appropriate Vendor/Service provider for resolution.
- 4.2.26. The FM engineers shall also be responsible for network planning, integration, network upgrades etc. The FM Engineers are also responsible for configuring policies in the firewall as per the requirement of the bank.
- 4.2.27. The bidder should also maintain the DNS server and do the necessary configuration changes during the DC to DR cutover. The bidder also has to configure and maintain the existing internet proxy server used for providing internet access to branches.
- 4.2.28. The bidders should also carry out the necessary configuration changes in the core switch & Core router whenever there is a requirement.
- 4.2.29. The bidder should ensure IPsec 3DES is enabled for data traffic from branch to DC/DR. IPsec needs to be enabled for all existing and new links being commissioned.
- 4.2.30. The bidder should maintain the IP address details and should update as and when any addition or deletion of links happens and should be periodically shared with bank. Network Integrator also should maintain of device configuration backup on a monthly basis.
- 4.2.31. Presently Bank is using IPv4 IP address across the network. If it is felt necessary that the IP design needs to be migrated to IPv6 at a later date, the vendor should design the new IPv6 scheme based on Bank's requirements and implement the same on the network without any additional cost to the Bank. Initially both IPv4 and IP v6 will coexist. The Vendor shall submit a comprehensive document for the IPv6 address scheme including implementation details for connecting all the branches/offices / ATMs/other locations of the Bank as and when the same is requested by bank. The IPv6 address design, implementation, migration and documentation shall be offered without any extra cost to the Bank.
- 4.2.32. The FM engineers stationed at DC/DR should send hourly isolation report to bank and 24 hours isolation report every day morning including Saturdays. The bidder should also provide the required periodical updates on the issues to all the stakeholders through phone, e-mail etc.
- 4.2.33. The bidder shall make configuration changes and suggest the changes required in the equipment deployed as and when required within the WAN to incorporate the services of telecom service providers and to incorporate configuration on the WAN routers as required and to improve the



performance, availability. Further, any network design change suggested by Bank should be carried out as part of the contract which may include changes in routing protocols, IP address changes in branches etc.,

- 4.2.34. The bidder will be responsible for management of the entire WAN of the bank built on leased line, MPLS, RF, VSATs, 3G/4G/5G etc., from various service providers. The vendor will be a single point of contact point for all incidents / problems reported for the WAN. The bidder should monitor the links and ensure that there is a high uptime for the WAN.
- 4.2.35. The vendor shall implement security policy, QoS policy and traffic reengineering policy that will be decided by the Bank. Bank may change policies as per the requirement of the Bank from time to time. The vendor shall coordinate with the service provider for its implementation both at customer-premises-end router and service provider-edge router.
- 4.2.36. The bidder will also carry out IOS upgrade of router/switch/firewall as per the requirement of the bank. The successful Bidder should ensure that the configurations of the network equipment's are as per the best practices and should rectify the shortcomings pointed out by internal/external auditors of the Bank.
- 4.2.37. Bank has implemented Kiwi Syslog server for capturing various logs from Servers / Network devices. Bidder has to configure all the devices (Servers & Network Devices) for log capturing to Kiwi Syslog server or any other syslog server planned by the bank in future.
- 4.2.38. Bidder has to deliver, install and configure new hardware at old / new DC & DR locations at Hyderabad and Chennai, Bank will share location details in PO.

#### **Antivirus software for branches and setting of central server for AV updation**

- 4.2.39. At present Bank is using Symantec as the corporate antivirus (AV) software. CGGB propose to continue with the same antivirus solution. Hence the bidder needs to quote for 1200 numbers of licenses valid till contract period. Further the bidder has to setup central antivirus server at DC and DR for taking patch update from the repository of Symantec and pushing the updates to PCs at branches.
- 4.2.40. The hardware and software required for this central antivirus server at DC and DR needs to be quoted by the bidder. Further bank has the right to procure additional AV client licenses at the same rates as per requirement. The server should be Rack Mountable servers.
- 4.2.41. The FM engineers stationed at DC/DR has to monitor the AV update at branches and ensure that all the client PC's at branch/head office / regional offices are properly updated.

#### **Application Customization:**

- 4.2.42. The bidder is to provide necessary customization in CBS. Bank is also planning to have its own customization team, the bidder is to provide necessary support for integration/deployment of modules/customized scripts etc.
- 4.2.43. As the scope of additional customization required is dynamic in nature, hence the bidder has to quote for man day rates for Customization in Finacle. Bank will be consuming this Customisation man days based on the future requirement during entire contract period. The man days required for new customization will be discussed and mutually agreed between the bidder and Bank.
- 4.2.44. For all customization a detailed approach document needs to be prepared and shared with Bank team. On confirmation by Bank team, then the bidder should start developing the customization.
- 4.2.45. Any modification or changes in the existing customization and also minor customizations needs to be carried out free of cost.



- 4.2.46. To provide customizations/interfaces for extending any services rolled out by NPCI/RBI/NABARD or any other regulator / facilitator.
- 4.2.47. At present bank is offering several payment services as sub-member of Andhra Bank. As and when permitted by regulatory authorities bank will go for direct membership in payment systems. Selected bidder has to extend necessary support to integrate CGGB systems with external payment systems.
- 4.2.48. The L2 application support resource deployed at Bank should not be used for new customizations which involves commercials. The bidder should have a separate team for developing and testing these customizations. After testing at bidder end, the script should be moved to Banks UAT server, where Bank team will do the testing.
- 4.2.49. All the feedback / changes suggested by Bank team should be implemented. After successful testing by Bank team the script can be moved to production. After successful movement of the script along with submission of release document, then the man day rates agreed upon will be treated as consumed. Customisation reverted back after moving to production due to issues which the bidder is not able to resolve will be treated as not delivered.
- 4.2.50. All Customisation should be delivered as per the timelines agreed at the time of finalization of approach document.
- 4.2.51. The bidder should quote 500 man days to be consumed during the contract period for Finacle customization. However the man days quoted will be consumed as per the actual requirement.

#### **AMC of the existing hardware:**

- 4.2.52. Bank has procured some Windows/Linux based servers in these 5 years for implementation of modules e-KYC, RTGS, UPI, 2FA, Proxy, MIDE, FI, MIDE, HSM, FIG etc. The bidder should quote for AMC of these servers. The details are provided in Annexure - 16.
- 4.2.53. Bidder should provide AMC for the period of 6 Months for existing CBS hardware.
- 4.2.54. Annual maintenance contract terms & conditions shall cover the total equipment including spare replacements along with changes to be done in configuration as per bank requirement, with maintenance (Minimum 24x7 support) and 6 hour call resolution. This also includes 4 Preventive Maintenance calls during the year as per the requirement of the bank.
- 4.2.55. Annual maintenance Contract terms shall also cover the task of configuring/re-configuring the system, other hardware/software resources, Operating System Hardening, Loading of any other system software, Performance tuning, server updates, Loading & configuring operating system updates, integrating with the other hardware procured by the bank and any other tasks related to Hardware, Network equipment & System Software Management.
- 4.2.56. Bidder should have back to back arrangement and all the maintenance support should be provided by OEM engineers only.
- 4.2.57. Cost of AMC of existing hardware should not exceed 10% of the Hardware cost.
- 4.2.58. It is the responsibility of the vendor to ensure that servers directly procured by the bank as noted in the Annexure - 16 is under the support of OEM during the 5 year contract period and if any hardware reaching end of support is replaced as and when the same is reaching end of the support.

#### **Oracle Database license and ATS:**



- 4.2.59. Bank has earlier procured 4 Oracle core based enterprise licenses and 55 Named user licenses for CBS database. The bidder should quote for the ATS of existing licenses for contract period and also for new licenses, which may be procured by the Bank based on future requirements. Bidder has to analyze the transaction volumes projected in Annexure - 17 and if any additional oracle licenses are to be procured same need to be mentioned as part of RFP BOM / Deliverables and should be part of TCO. The details of the existing licenses of the Bank are provided in Annexure - 16.
- 4.2.60. Bidder should implement Oracle data Guard between DC & DR database.

### Facility Management engineers for Unix, Wintel, Database & Network :

- 4.2.61. Bank propose to take Facility Management support for the various applications, servers, network equipment's and tools hosted at Data Centre and DRC. The bidder should provide Facility Management support for the following activities:
- Unix Administration.
  - Wintel Administration.
  - Database Administration.
  - Network Administration.
- 4.2.62. The engineers of the bidder has to work in close co-ordination with Bank staff. Facility Management support includes for the following servers / application setup:
- Finacle Core Banking, other associated services.
  - Active Directory setup
  - MIDE (SMS alert server)
  - Biometric Authentication Server (BAS), e-KYC, RTGS, UPI, c-KYC, FIG etc., servers
  - Backup solution, storage, data base.
  - WAN
  - Network equipment
- 4.2.63. Facility Management engineers has to take care of all the servers assigned to them by Bank.
- 4.2.64. Bidder has to arrange for L3/L4 support on demand, onsite whenever required, if the onsite team is not able to resolve the issues.
- 4.2.65. Network Facility Management is limited to maintenance of DC & DR LAN, WAN, configuration and maintenance of Firewalls, NIPS, L2/L3 switches, Routers, new Link commission etc.
- 4.2.66. The details of the minimum resources to be placed is as follows:

Sl. No	Item	DC Hyderabad		DR Chennai	
		L1	L2	L1	L2
1	Unix Support	1	1	1	-
2	Wintel Support	1	-	-	-
3	Database	1	1	-	-
4	Network support	2	1	2	-
	<b>Total</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>0</b>

- 4.2.67. Further, the bidder should deploy engineers for application (Finacle) support. Bank will also be deploying engineers for application support and these engineers should work in close coordination with Bank team. The details of the resources to be placed is as follows:



Sl. No	Item	DC Hyderabad		DR Chennai		HO Guntur / Regional Offices	
		L1	L2	L1	L2	L1	L2
1	Finacle Application Support	-	5	-	-	3	-
	<b>Total</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>

4.2.68. The details of the experience of the engineers to be deployed are given below:

**Table 2-1: Experience of resources**

S. No	Resource Category	Level	Experience
1	Unix Administrator – Timings – 8 hours a day ( includes night shifts) and 6 days a week	L2	Should be a BE/B-Tech/MCA with minimum 5 years experience on HP Unix. Should be well versed in Unix and should have certifications on HP Unix.
2	Database Administrator Timings – 8 hours a day ( includes night shifts) and 6 days a week	L2	Should be a BE/B-Tech/MCA with minimum 5 years experience on Oracle (Unix Platform) and MS SQL under CBS environment. Should be OCP certified.
3	Network Administrator Timings – 8 hours a day ( includes night shifts) and 6 days a week	L2	Should be a BE/B-Tech/MCA/Diploma with minimum 5 years experience on LAN/WAN. Should have experience on configuration of Firewalls, NIPs, L2/L3 Switches, Routers etc. Should be CCNP certified.
4	Application Support – Timings – 8 hours a day ( includes night shifts) and 7 days a week	L2	Should be a BE/B-Tech/MCA/MSc (Computer Science) with minimum 5 years' experience on Finacle application.
5	Application Support Timings – 8 hours a day ( includes night shifts) and 6 days a week	L1	Should be a minimum Diploma (computer science)/BSc(computers) with minimum 3 years' experience on Finacle application.
6	Network Administrator	L1	Should be a BE/B-Tech/MCA/Diploma with minimum 2 years' experience on LAN/WAN. Should have experience on configuration of





	Timings – 8 hours a day ( includes night shifts) and 6 days a week		Firewalls, NIPs, L2/L3 Switches, Routers etc. Should be CCNA certified.
7	Wintel Administrator Timings – 8 hours a day ( includes night shifts) and 6 days a week	L1	Should be a BE/B-Tech/MCA/Diploma with minimum 2 years' experience on Windows 2012 R2 or higher. Should have experience on configuration of DNS, IIS, Active Directory etc., Should be MCSE certified.
8	Database Administrator Timings – 8 hours a day ( includes night shifts) and 6 days a week	L1	Should be a BE/B-Tech/MCA with minimum 2 years' experience on Oracle (Unix Platform) and MS SQL under CBS environment. Should be OCA certified.
9	Unix Administrator – Timings – 8 hours a day ( includes night shifts) and 6 days a week	L1	Should be a BE/B-Tech/MCA with minimum 2 years' experience on HP Unix. Should be well versed in Unix and should have certifications on HP Unix.

- 4.2.69. Bank at its discretion may conduct an interview of the onsite engineer / resource proposed to be deployed. Prior notice of one month needs to be provided if any of the existing engineer /resource is leaving the project. Also, suitable replacement is to be deployed and the knowledge transfer should happen, to the satisfaction of the bank, before the existing engineer /resource leave the project.
- 4.2.70. The engineers of the successful bidder should be onboard latest by 01.09.2020. Bank is willing to pay for FM resources from 16-08-2020 if they are deployed before the commencement of project for takeover from existing vendor.
- 4.2.71. If any other resource deployed other than requested by the bank, like PMO, HR etc., cost to be borne by the bidder. Bank will not pay for such resources.
- 4.2.72. All Facility Management engineers deployed should be on the payroll of the bidder and should not deploy Franchise engineers.
- 4.2.73. In case any of the FM engineer is on leave, suitable substitute to be provided during the period of leave.
- 4.2.74. In future if Bank requires additional Facility Management resources, the bidder should provide additional resources at the rates finalized through this tender process.
- 4.2.75. A background verification report of the engineer deployed should be submitted, before the engineer is allowed to work onsite as a Facility Management engineer.
- 4.2.76. The required desktop and seating space for the FM engineers will be arranged by bank.
- 4.2.77. Bank will be regularly conducting audits, VA & PT and bidder extend necessary support for the conduct of these audits & close all the observations of these audits.
- 4.2.78. The scope of Facility Management will cover
- Maintenance of software including Backup of the Systems.
  - Server / database performance Monitoring, application maintenance and Administration.



- Configuring/ re-configuring the end-to-end solution whenever required as per the requirements of the Bank.
- Replication of data between production & DR setup.
- Maintenance of core equipment (servers, storage, SAN, backup solution etc.,)
- Call logging and follow up with OEM.
- Maintenance and trouble shooting of Operating system / database issues including patch & vulnerability management as per banks requirement, version upgrades of Operating system / database / Application Software etc., Hardening of the operating system/application software & other software components installed for the solution. Implementation of security Policy, configuring storage and backup devices & backup policies etc., as per the requirement of the bank.
- Smooth running of CBS application.
- Maintenance of WAN, firewall (UTM), Core routers, core switches etc., network equipment.
- Necessary configuration changes in core router/core switch when ever there is requirement. IOS upgrade of network equipment. Configuring policies in firewall (UTM).
- Maintenance of Windows servers (e-KYC, RTGS, BAS, HRMS, UPI, FIG, MIDE, Proxy) and servers going to be installed in future
- Follow Change Management and configuration controls as per banks policy. Assessing impact of change on the security & implement after obtaining permission from bank
- Providing support to the users.
- Maintaining reports with respective to SLA/ uptime guaranteed and submission of reports on Monthly basis as per requirement of the bank.
- Scheduling and taking backup of the entire setup.
- Any other work assigned by Bank from time to time.

#### 4.2.79. The scope of L2 application engineer will cover

- Assistance to Bank team in uploading RMI upload, ECS etc.
- Checking/Monitoring the interface services.
- Checking/Monitoring the services relating to B2k Components, WEB, CRV, and ONS.
- Checking /Monitoring Connect 24 related services, handling of CSIS transmit and Refresh.
- Monitoring application/web server utilization and necessary action.
- Online analysis of issues raised by branches and reported by L1 team and guiding the L1 team for closure.
- Analyzing and giving solution to the calls allotted to L2 team.
- Monitoring and checking the various logs.
- Monitoring ATM transactions for SAF building and resolve by co-coordinating with Switch vendor.
- Support to FI gateway services/SMS gateway services.
- Supporting the bank team during branch closure/central EOD/central BOD/branch ISOLOP etc.
- Maintenance of Training, Development and UAT servers. Periodic refresh of UAT/Training database & application instances.
- Data correction activity for migration related problems and follow up with Bank team.
- Handling of all data extraction related issues from CBS.
- Monitoring of file system in all application servers (DC, DR, Training and Test environment).
- Fine tuning of queries for improving the performance of servers.
- Deployment of customization items (both new and modified)
- Installation of Finacle application in Application / Web Servers.



- Deployment/maintenance of WEB, B2K, CRV, ONS components in the application and web servers based on the concurrent users and utilization of the services based on the peak loads.
- Supporting DR activities for smooth operations.
- Review with bank team at least once in a month about production issues and resolving the same. If bank prefers to conduct meeting at head office i.e., Guntur, required members to attend the meeting at Guntur.
- Supporting the bank team during month end / quarter end/half-yearend /yearend activities like interest calculation, charges calculation, Insurance calculation and collection, NPA run etc.
- Calls logging with Infosys and follow up with Infosys for resolution of issues etc.
- Patch deployment, testing and moving to production.
- Report on incidents and root cause analysis.
- Checking and fixing of errors reported in Finacle Batch jobs.
- Support for NPA mock run and actual run.
- Any other work assigned by Bank related to Finacle and other applications covered as part of this RFP.
- Support for the services APBS, NACH, NEFT, RTGS, PoS, e-Com, IMPS, UPI, AEPS, Mobile banking, ATM, PFMS etc.
- Maintenance of Reports server services.
- Support for DC/DR cutover, reverse cutover.
- Support for generation of all the reports and customization for MIS required by the Bank time to time.

### **Servers, Storage, Backup software, Tape library and Backup solution:**

- 4.2.80. At present Bank is having HP make hardware as per the details provided in Annexure - 16. The transaction growth projections for the next 5 years is provided in Annexure - 17. Considering the growth projection the bidder has to size and supply the required hardware for the next 5 years. The hardware sizing needs to be carried out in consultation with M/s Edgeverve.
- 4.2.81. The bidder is to ensure that all the proposed hardware is supported by OEMs for minimum 7 years period and to submit declaration from OEM to that effect.
- 4.2.82. The Bidder is to supply new hardware by factoring Finacle 10.X migration.
- 4.2.83. The detailed specification for Storage, backup software and Tape library required at DC & DR is enclosed as annexure.
- 4.2.84. The bidder has to supply, install and configure enterprise class high end latest generation storage at DC and DR. The bidder also has to transfer the data in EVA 4400 storage at DC, DR to the new storage in coordination with all the application owners whose application is deployed in the existing storage. This also includes the configuration changes to be carried out at Servers and SAN switches for facilitating this migration. This migration should happen seamlessly without much downtime. It is the bidder responsibility to connect the Storage to existing SAN switch.
- 4.2.85. The bidder should ensure that DC, DR storage is of one single architecture, storage array firmware, operating system and shall support sync and async replication between arrays.
- 4.2.86. The bidder should quote for all flash storage of 40 TB usable capacity without compression and deduplication at DC & DR. Further the bidder should also quote for upgrade of the storage by 5 TB, which will be an optional item included in the TCO. This upgrade will be done as per the requirement in future.
- 4.2.87. It is bidders responsibility to install the backup software in all client machines and ensuring that backup is happening seamlessly.



- 4.2.88. At present Bank is using HP data protector version 6.0 software and bidder has to propose an upgrade for the same as part of the upgrade.
- 4.2.89. If the bidder is proposing a new backup software and license, the bidder should provide sufficient quantity of licenses. The bidder should quote for client based / drive based licensing for backup software and capacity based backup license should not be quoted.
- 4.2.90. The bidder also has to size provide the required backup server (with high availability) at DC & DR.
- 4.2.91. The bidder also has to supply SAN switch at DC & DR, with license requested by bank along with the required ISL trunking license to connect to the existing SAN switches.
- 4.2.92. The Bidder should ensure that there is headroom of 30% in terms of vertical scalability and horizontal scalability in the proposed Storage & Tape Library.
- 4.2.93. A detailed solution document to be provided by the bidder considering the new storage, backup solution and Tape library proposed, and bidder should consider all the required hardware, software and licenses if not explicitly mentioned in this RFP, so as to ensure seamless operation of the solution.
- 4.2.94. The bidder should provide baseline configuration document, TAM & TOM for all the equipment supplied.
- 4.2.95. Warranty contract terms & conditions for the hardware supplied by the bidder shall cover the total equipment including spare replacements along with changes to be done in configuration as per bank requirement, with maintenance (Minimum 24x7 support) and 6 hour call resolution. This also includes 4 Preventive Maintenance calls during the year as per the requirement of the bank.
- 4.2.96. Bidder should have back-to-back arrangement and all the maintenance support should be provided by OEM engineers only.
- 4.2.97. It is the responsibility of bidder for migration of CBS solution and all the associated applications from existing hardware to new hardware. Any technical constraints, configuration mismatch aroused between old hardware and new hardware should be addressed by the bidder. Further hardware required to address such issues will be arranged by bidder
- 4.2.98. All the hardware provided by the bidder must provided with 3 year onsite comprehensive warranty, additional AMC for 2yrs for hardware and software which includes 24x7 support with 4 hrs., response with commitment to resolve hardware problems with in 6 hrs. from OEM.
- 4.2.99. AMC for the new hardware should be capped at 6% to 8% of hardware cost.
- 4.2.100. Bidder has to deliver, install and configure new hardware at old / new DC & DR locations at Hyderabad and Chennai, Bank will share location details in PO. In case bank changes it's DC location and if bank team continues to work from Andhra Bank, Cyber Gateway, Hyderabad bidder has to deploy required resources for maintenance of servers and DC network at new DC Location and other resources at Bank working premises.

**Hardware sizing commitment:**

- 4.2.101. The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time in the DC & DR for Finacle CBS, for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost.
- 4.2.102. However, utilizing all the resources by any particular application for a given type of process other than OLTP (such as batch processing) due to certain architectural requirements is acceptable to the Bank, provided this results in better overall performance of the system.



- 4.2.103. The hardware must be highly available with reference to recoverability so that any momentary failure can be overcome with no impact on end user availability. Further all the hardware at DC & DR should be provided with high availability & N+1 redundancy.
- 4.2.104. Further, the Bidder may also ensure that the proposed hardware is upgradeable horizontally and vertically and highly available with adequate redundancy for all the critical parts.
- 4.2.105. The Bidder is expected to submit the results of the Benchmarking reports of the solution on preferably the same architecture that is being proposed. However, if the same is not available, the Bidder will have to produce Benchmarking reports with adequate documentation on the applicability of these reports to the solution.
- 4.2.106. In the Bill of Material the bidder has to provide the component wise details for each item for DC and DR separately. The production hardware to be provided to DR should be of the same specifications and equivalent as that of Data Center.
- 4.2.107. The bidder shall submit in the technical bid, complete list of Hardware, Operating System Software, RDBMS etc., proposed to be supplied under the project at all the locations with full configuration, technical details, version numbers, deliverables along with sizing methodology as a part of Technical Bill of Materials.
- 4.2.108. The Bidder may partner with OEM(s) or National Distributor(s) in the consortium for supplying Hardware. The Bidder should furnish a letter from the OEM authorizing the consortium member to quote for the OEM's product in response to this RFP. The letter should also certify that the Prime Bidder or the Consortium Partner is a certified partner for delivering the highest category of support for the CBS equipment.
- 4.2.109. Bidder should ensure that the hardware supplied to Bank including all components and accessories are brand new and are supplied free of any / all encumbrances. No refurbished hardware should be provided.
- 4.2.110. Bank is proposing for new colocation area for DC and DRC and floating separate RFP for the same.
- 4.2.111. The Bidder is to shift the existing equipment (Servers, network equipment, work stations etc.,) at DC, Hyderabad to proposed New DC, Hyderabad and to shift the existing equipment (Servers, network equipment, work stations etc.,) at DRC, Chennai to proposed New DRC, Chennai. (Optional Item – Both or one).
- 4.2.112. It includes site survey, powering down of equipment, dismantling, packing, transportation, installation, powering on and ensuring that the setup is operational at the new location.

### **Network equipment:**

- 4.2.113. Bidder is to supply eight UTMs and four CISCO core routers for our DC and DR (2 at DC, 2 at DR). Detailed technical specifications for UTMs and Routers are attached as annexure.
- 4.2.114. Required AMC, Licenses till end of contract period should be provided by the bidder post warranty period.
- 4.2.115. Bidder should plan, design architecture and install new devices with high availability.
- 4.2.116. Necessary configuration changes has to be suggested and well documented Network Architecture has to implemented in consultation with bank.
- 4.2.117. Bidder should implement / follow Cyber Security policies, Information Security polices of various regulators (RBI, NABARD, CERT-IN, Bank etc.,)



### Finacle version 10.x migration:

- 4.2.118. At present Bank is using Finacle version 7.0.16. Bank plan for migration of application to version 10.x at appropriate time. This will be an optional item as part of TCO.
- 4.2.119. The Bidder is to arrive required hardware / software upgrades and additional software licenses required, training for its own bank staff for migrating the Finacle CBS application to new version. The bidder has to quote for the one time efforts required for migration of the existing application to version 10.x or higher and for the required additional Hardware. Bank procure the required licenses for migration of Finacle CBS to 10.x version. This will be an optional item and will be invoked by Bank during the currency of the contract as and when the same is required. However the charges quoted will be included in the TCO for arriving at the L1 bidder.
- 4.2.120. The migration needs to be carried out on a Big Bang approach.
- 4.2.121. Identifying the customization in present version of Finacle and replication to Finacle 10.x is the responsibility of the bidder.
- 4.2.122. The high level scope will be as follows:
- a) Conduct Detailed Requirement Gathering (DRG) and scoping in discussion with Bank team.
  - b) Migration of customizations in the existing version of Finacle. Detailed approach and requirement will be agreed during the DRG stage.
  - c) Defining parameters and business processes.
  - d) Study of the existing infrastructure configuration and making hardware sizing Recommendations for the required database, middleware and associated software will be shared with Bank for procurement.
  - e) Licenses will directly purchased by the bank from respective OEM. Once Bank provides the product licenses for version 10.x, Bidder needs to take up installation in the below environments.
  - f) Migration to 10.x to be carried for all instances .
  - g) Test & Development which covers the following
    - i. Data Migration
    - ii. System Integration Testing (SIT)
    - iii. User Acceptance Testing (UAT)
  - h) Production setup at DC, including installation of database, middleware and application.
  - i) DR setup, including installation of database, middleware and application.
  - j) Setting up of Training environment.
  - k) Integration with all the third party interfaces.
  - l) Migration of identified data from Bank's current Finacle database to proposed Finacle 10.x database for testing and go-live.
  - m) Conduct SIT and support UAT.
  - n) Test and ensure seamless DC-DR cutover
  - o) Provide support for the application during the tenure of the contract.
- 4.2.123. This is an end to end project for Finacle version migration without disruption of operation and hence other than the procurement of software licenses, carrying out the UAT nothing else will be in the scope of Bank.

### Active Directory Implementation :

- 4.2.124. Bank is proposed to implement Active directory to integrate all workstations located at bank.
- 4.2.125. Bidder has to quote required hardware, window licenses for both DC & DR to implement Active Directory.



- 4.2.126. Bidder has to setup Active Directory and configure workstations under Active Directory. Addition of workstations of branches will be taken care by bank staff. However it is the responsibility of the bidder to coordinate with bank team and configure all the workstation under Active Directory.
- 4.2.127. Bidder should design and implement secure, well-documented Active Directory Services
- 4.2.128. Develop group policies, procedures, and standards suitable for the bank.
- 4.2.129. Integrate existing DNS server with AD domain, migrate existing DNS forward, and reverse lookup zones.
- 4.2.130. Impart necessary training required for bank staff on Active Directory.
- 4.2.131. Facility management will include user management, policy enforcing etc., Active Directory Design, Deployment, Maintenance & Troubleshooting.

### 4.3. Training for Bank Team:

- 4.3.1. The bidder shall provide adequate training to the Bank team of 5 officers stationed at DIT Hyderabad and HO Guntur on the Storage, backup software etc.
- 4.3.2. The scope of the training shall include the following:
  - 1) Bank staff should trained on the configuration and management of the Storage, backup software. The minimum number of participants will be 5.
  - 2) The training should be carried out on Bank premises at Hyderabad/Guntur.
  - 3) Bank will only arrange for the venue. All the required training material, manuals should be arranged by the bidder.

### 4.4. Security

- 4.4.1. The Bidder should adhere security and privacy framework in line with ISO 27001 and as per other legal and regulatory requirements.
- 4.4.2. The application should be configured such that the access to the customer information must support user level authentication and access rights
- 4.4.3. The application should be configured to enforce role-based access based on users, groups, roles, etc. The application should be configured to setup users, groups, roles, and their permissions.
- 4.4.4. The application should be configured to manage and provide access control to different applications so that not all users should be able to access all the applications
- 4.4.5. The application should be implemented to delegate some additional functionality at the user level, e.g.: change password functionality should be given to user.
- 4.4.6. Bidder should ensure that there is a complete security from unauthorized access and misuse of the system. The operating system and other software supplied should be hardened as per the recommendations of the OEM/bank policy.
- 4.4.7. Bidder should maintain audit trail that includes the following, at a minimum:
  - Every user activity
  - All changes in the server such as creation of user, change of permissions/services. Server configuration etc. and Administrator Activities.
- 4.4.8. Bidder should ensure that any modifications and deletions to the audit log and any such attempts should also be logged.



## 5. Service Levels and Penalties

### 5.1. Purpose and Objectives of SLA

- 5.1.1. Bank expects that the Bidder shall be bound by the Service Levels described in this document.
- 5.1.2. Bank intends to enter into a "Service Levels Agreement" with the Bidder in order to provide complete utility of the enhanced service that could be provided to the esteemed clientele of Bank.
- 5.1.3. The Bidder shall have to enter into an agreement with Bank for supply of hardware, maintenance of Core Banking, and Facility Management.
- 5.1.4. The SLA will be reviewed on a quarterly basis.
- 5.1.5. The Penalty is capped every year at 10% of the total charges payable per annum for services (which includes Facility Management charges and AMC/ATS charges).
- 5.1.6. TCO will be total cost of ownership for 5 years.
- 5.1.7. Uptime requirement :

The system is said to be up when user is able to use the system without any performance problem or glitches. **The system needs to be up 99.95% of the total hours.**

Uptime (%) = ((Sum of total hours during month – Sum of downtime hours during month) X 100) / Sum of total hours during month.

### 5.2. Penalties due to downtime – Application - Finacle

- 5.2.1. The bidder shall guarantee 99.95 % uptime for each of the application i.e., Finacle Core Banking. The Bidder shall be liable for liquidated damages for uptime maintained below 99.95% in every month for any of the application.
- 5.2.2. The applicable penalties would be the same irrespective of the root cause. The following will be penalty applicable monthly during which uptime is observed on lower side i.e.,
  - Uptime of 99.95% or above: No penalty
  - Uptime less than 99.95% to 99.75%: 0.1 % of TCO
  - Uptime less than 99.75% to 99.50%: 0.2 % of TCO
  - Uptime less than 99.50% to 99.25%: 0.3 % of TCO
  - Uptime less than 99.25% to 99.00%: 0.4 % of TCO and so on and so forth
- 5.2.3. The penalty will be deducted from any of the payment due for the SI.

Penalties, if any shall be calculated for every month and recovered from the charges payable or from the PBG amount.

### 5.3. Penalties due to slow application response:

- 5.3.1. The bidder shall ensure that applications i.e., Finacle Core Banking is giving normal transaction response time. The Bidder shall be liable for liquidated damages if the transaction response is slow and less than 75 % of the average number of transaction happens on a per hour basis.
- 5.3.2. The applicable penalties would be the same irrespective of the root cause. Penalty at the rate of Rs.1,00,000/- will be applied for every hour of transaction response slowness.





5.3.3. The penalty will be deducted from any of the payment due for the SI.

#### 5.4. Penalties due to downtime - Hardware

5.4.1. The bidder shall guarantee 99.95 % uptime for the hardware supplied. The Bidder shall be liable for liquidated damages for uptime maintained below 99.95% for the hardware.

5.4.2. If failure of any component leads to Business downtime more than thrice within a span of six months, then the Bidder is expected to replace the component or equipment at Bidder's own cost.

5.4.3. The applicable penalties would be the same irrespective of the root cause. The following will be penalty applicable monthly during which uptime is observed on lower side i.e.,

- Uptime of 99.95% or above: No penalty
- Uptime less than 99.95% to 99.75%: 0.1 % of TCO
- Uptime less than 99.75% to 99.50%: 0.2 % of TCO
- Uptime less than 99.50% to 99.25%: 0.3 % of TCO
- Uptime less than 99.25% to 99.00%: 0.4 % of TCO and so on and so forth

5.4.4. Penalties applicable for not replacing standby equipment/server and operations not affected are listed in the table below.

SI No	Area	Elapsed time – 4 hours (Rs.)	Elapsed time – 8 hours (Rs.)	Elapsed time – 12 hours (Rs.)	Elapsed time – 1 Day (Rs.)	Beyond 1 day (Rs.)
1	Server / equipment down and operations are not affected ( Only standby down)	-	25,000	50,000	75,000	1,00,000

5.4.5. The penalty will be deducted from any of the payment due for the SI.

#### 5.5. Penalties for delayed delivery of Hardware/software

5.5.1. The bidder should ensure that the entire hardware / software is delivered within 6 weeks from the date of purchase order.

5.5.2. Bank reserves the right to charge penalty for delayed deliveries at the rate of 1.0% of the TCO per week without prejudice to its other rights, if not delivered as per the agreed terms & conditions of delivery schedule as per Bid submitted. The penalty will be increased to 2.0% per week for the delay beyond 2 weeks from the stipulated delivery date.

5.5.3. In case of delay from Bank's side, the SI should provide documentary proof for the same. Bank reserves it's right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the SI.



## 5.6. Penalties for delayed implementation of the Hardware/software

- 5.6.1. The Bidder is expected to complete the responsibilities that have been assigned on time.
- 5.6.2. The bidder should ensure commissioning of new hardware/software at DC/DR is completed and setup is ready in all aspects within one month from the date of delivery of hardware/software.
- 5.6.3. As a deterrent for delay, Bank would levy penalties for delays attributable to the Bidder. Notwithstanding the Bank 's right to cancel the order, liquidated damages at 1 % of TCO of the Project Cost will be charged for every week delay in implementation.

## 5.7. Penalties if the hardware is not sized as per the requirement

- 5.7.1. The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost to the Bank.
- 5.7.2. If the required upgrade is not carried out by the bidder bank has the right to carry out the upgrade and recover the expenditure from any of the payments due to bidder.

## 5.8. Penalties for delayed takeover of the project.

- 5.8.1. The Bidder is expected to complete the responsibilities that have been assigned on time.
- 5.8.2. The bidder should ensure that their resource is deployed latest by 01.09.2020 and project take over happens before the expiry of the existing contract.
- 5.8.3. As a deterrent for delay, Bank would levy penalties for delays attributable to the Bidder. Notwithstanding the Bank 's right to cancel the order, liquidated damages at 1 % of TCO of the Project Cost will be charged for every week delay in delay in deployment of resources and take over the project ”.

## 5.9. Penalties related to Facility Management.

- 5.9.1. The FM engineer should be available at DC/DR as per the shift schedule week, irrespective of Holiday of the parent company. The engineers should be punctual and sign on the register provided at the office.  
Facility Management resources should be compensated with similar resources for their non-availability.
- 5.9.2. In the case of unauthorized absence a penalty equivalent to per day cost of the person will be levied. In case of non-availability of any resource for three days continuously will attract a deduction in resource cost for all resources for one corresponding week.
- 5.9.3. The penalty will be deducted from any of the payment due for the SI.

## 5.10. Penalties due to delayed delivery of customisation.

- 5.10.1. All customization entrusted to the bidder should be completed within timelines agreed while finalization of the approach document. If serious bugs are observed during testing, customization will be treated as not delivered.



- 5.10.2. Bank reserves the right to charge penalty for delayed delivery of customization at the rate of 5 % of the customization cost per week. The penalty will be increased to 10% per week for the delay beyond 2 weeks from the stipulated delivery date. This will be applicable even if the customization is developed by a third party OEMs
- 5.10.3. The penalty will be deducted from any of the payment due for the SI.

## 5.11. Penalties due to down time of WAN

- 5.11.1. The bidder shall guarantee 99.95 % uptime for the DC and DR LAN. The Bidder shall be liable for liquidated damages for uptime maintained below 99.95% in a calendar month for DC and DR LAN.
- 5.11.2. The following will be penalty applicable for the calendar month during which uptime is observed on lower side i.e.,

Level of Network/ equipment Uptime Per Month	Penalty Charges
99.95% and above	No Penalty
99.5% and above but below 99.95%	0.5 % of total annual contract value.
99% and above but below 99.5%	1 % of total annual contract value.
98% and above but below 99%	1.5 % of total annual contract value.
97% and above but below 98%	2 % of total annual contract value.
96% and above but below 97%	2.5 % of total annual contract value.
95% and above but below 96%	3 % of total annual contract value.
And so on and so forth	

- 5.11.3. In case of Antivirus is not updated in any of client systems is more than one week, then penalty at the rate of Rs.500/- per day per system will be levied.

## 5.12. Penalties due to delayed EOD/BOD process.

### **DC side EOD (excluding Backup time):**

- 5.12.1. CEOD, CBOD and ISOLOP ( for all branches ) process to be completed within 120 minutes after the last branch completes its SOL EOD process as defined above. This is applicable on a normal day for a full load of all connected branches
- 5.12.2. CEOD, CBOD and ISOLOP ( for all branches ) process to be completed within 180 minutes after the last branch completes its SOL EOD process as defined above. This is applicable during Quarter End, Half Year and Year End for full load of all connected branches.
- 5.12.3. If Prime Vendor is unable to meet Service Levels specified above penalties at the rate of Rs.5,00,000/- will be applied for per every 30 minutes of delay.
- 5.12.4. The penalty will be deducted from any of the payment due for the SI.
- 5.12.5. Overall penalty amount will be capped at 10% of the TCO.



## 6. Pricing

### 6.1. Price composition

- 6.1.1. The price quoted when the commercial bid is called for should be in Indian Rupees on a fixed price basis and should include the following:
- One time charges for Installation, Commissioning of setups.
  - Cost of new Hardware and new software
  - AMC /ATS charge for Hardware and software
  - Application maintenance charges for Core Banking application.
  - Application customization charges
  - Facility Management Charges
  - Migration to Oracle 12C or higher version charges
  - Finacle Version 7.0.25 migration onetime charges
  - Finacle version 10.X migration onetime charges.
  - Active directory implementation onetime charges.
- 6.1.2. The solution provided should be complete and no other costs will be entertained.
- 6.1.3. All tools, tackles, testing instruments, consumables, vehicles, transportation, boarding, etc., as required for commissioning / maintenance /patch updation etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- 6.1.4. Prices quoted should include all taxes, duties, GST and levies excepting Octroi/entry tax, which will be paid at actual.
- 6.1.5. The quantities indicated in the price bid are approximate and the payment will be made on actual.
- 6.1.6. The format for prices is given as Form – 2 and the bidders should strictly adhere to the format provided.
- 6.1.7. Prices shall be inclusive of all costs to be charged and segregated into onetime costs and recurring costs, taking care of the end to end solution. Taxes, duty, service taxes, GST/VAT, Govt., charges or any other cost should be mentioned specifically.
- 6.1.8. In case the equipment is to be imported, the SI is required to do all such processes like customs clearance etc., without involving the Bank in any manner at any stage. It will be the responsibility of the SI to abide by all the statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. Bank accepts no responsibility or liability in this regard.

### 6.2. Price validity

- 6.2.1. The price finalized shall remain valid for a period of five year from the date of such finalization.
- 6.2.2. The AMC/ATS quoted should be valid for entire contract period and bank will not entertain any upward revision of AMC charges during the contract period.



### 6.3. Payment Terms

- 6.3.1. Bank's standard payment terms are only applicable. No advance will be paid against the Purchase order.
- 6.3.2. The terms of payment will be as follows:

Deliverables	Eligible Amount for Payment
Delivery and installation of all the required hardware (Complete BOM at DC & DR)	50% of Hardware Cost
Delivery of all the required Software and licenses wherever applicable and setting up of UAT environment	50% of software + license cost
Implementation Cost	After 1 month of successful live operations
Sign Off of complete solution *	40% of Remaining Hardware and Software cost
Six Months from Date of Sign-Off and successful live operations	10% of Overall Remaining Cost or immediately on submission of equivalent amount of PBG
ATS/AMC & additional OTS if availed	On Half yearly basis in advance
Customisation charges	Customization charges will be paid on successful rollout of live operations.
FM charges	On quarterly basis in arrears

- In the case of a situation where the SI could not install the equipment's procured due to problem of site not ready for a period of one month from the date of delivery and beyond, 75% of the cost of equipment will be paid against delivery subject to production of invoice, delivery challan and other documents showing proof of site not ready with a letter of confirmation stating that the installation will be done under PO terms as & when required by the bank.

**\* Sign off will be given only after complete integration with CBS**

**NOTE: 100% of any item is the eligible amount after deduction of Penalty, if any.**

- Invoices should be clear, legible, transaction wise and activity wise. Invoices raised otherwise will be summarily rejected.
- The Bidder has to include all costs like Travel, Lodging & Boarding, Local Travel expenses, etc. incurred during the period and Bank will not bear any additional costs on these.
- In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation. Bidder shall quote all the figures in numbers followed by in words enclosed in brackets in all commercial bid.
- Further, the above payments will be released only after submission of PBG and signing of SLA (including Do & Don't), Integrity Pact and Non-Disclosure Agreement by Successful Bidder.
- Any change in the tax rate will be considered while making payments. Any upward revision in taxes will be paid by the Bank; benefit due to any reduction in taxes is to



be passed on to bank.

**6.3.3. Bank will not consider any other payment terms even if it is mentioned in the offer letter.**

6.3.4. Invoices should be clear, legible, site/location wise and activity wise. Invoices raised otherwise will be summarily rejected. Amounts pertaining to different sites/locations/activities should not be clubbed together.



## 7. Eligibility criteria

### 7.1. Right to change criteria

- 7.1.1. Firms meeting the eligibility criteria as described in the following sections will be considered for evaluation.
- 7.1.2. The Bank reserves the right to change or relax the eligibility criteria to ensure inclusivity.

### 7.2. Eligibility of Bidders

- 7.2.1. The bidder should be a government organization/ Public sector unit/ Partnership firm / Limited Company/ Private Limited Company having its Registered Office in India. Relevant documents of the same are to be submitted.
- 7.2.2. The Company should have been registered in India and in existence for a minimum period of five years.
- 7.2.3. The Company should be a manufacturer of the equipment or as an authorized channel partner/ authorized dealer for the equipment quoted during the last 5 years.
- 7.2.4. The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer).
- 7.2.5. The bidder should be a channel partner of M/s Edgeverve (Infosys) for implementation and maintenance of Finacle Core Banking application currently and should have been a channel partner for the last 5 years ( enclose copy of channel partnership letter).
- 7.2.6. The bidder must have prior experience in implementation and maintenance of Finacle Core Banking application in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.
- 7.2.7. The bidder should be at present maintaining Finacle Core Banking, Finacle e-banking in at least one Private sector/ Public sector bank in India with more than 500 branches. Reference letters from client needs to be provided.
- 7.2.8. The bidder must have prior experience in implementation and maintenance of Enterprise class storage in in at least one Private sector/ Public sector bank in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.
- 7.2.9. The bidder should have experience in migration or rollout of Finacle 10.x in at least one Private sector/ Public sector bank/RRB in India.
- 7.2.10. The Annual Turnover shall not be less than Rs.300 Crores for the last 3 years and the net worth of the Company shall not be less than Rs.25 Crore for the last three years.
- 7.2.11. The bidder should have made profits in the past 3 years (FY ending March 2016 - FY ending March 2019). The relevant documents including Balance Sheet/Profit and Loss Account/Certificate from Statutory Auditors certifying the financials are to be submitted as part of the proposal.
- 7.2.12. The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).



## 8. Preparation of Bids and Bidding process

### 8.1. Bidding Process

- 8.1.1. The Bank is adopting a two-stage bidding process for the selection of Bidder for award of the contract. The evaluation of the technical proposal will be conducted first. The details of the technical evaluation criteria are provided in Annexure-11.
- 8.1.2. The bidders who have qualified based on the technical evaluation will be considered for evaluation of their commercial proposal.
- 8.1.3. The Bid shall be valid for a period of not less than 180 days from the date of submission of Bid.

### 8.2. Technical Bid – Organization and Formats

- 8.2.1. Technical Bid as part of this RFP is to be prepared in a structured manner with proper organization of documents. Only relevant product literature is to be enclosed with due mapping in appropriate section of the document. There should be a table of contents with numbering covering all documents including product literature. Bank may not evaluate incomplete / unorganized bids.

### 8.3. Documents required as part of bidder's profile, Technical Proposal and Indicative commercials.

- 8.3.1. This section covers mandatory requirements as part of Technical Bid to be submitted by the Bidder. The Bidder has to understand the entire requirement and offer a comprehensive Technical Bid. Technical Bid should contain following documents:
  - Bidder's covering letter for the proposal
  - Authorization for Signatory
  - Bidder constitution and contract profile (Annexure - 2)
  - Financial Indicators of the bidder in format – supported by audited annual financial statements for the years 2018-19, 2017-18 and 2016-17 (Annexure - 3)
  - Compliance Certificate (Annexure – 1)
  - Statement showing Bidders eligibility criteria (Annexure – 6)
  - Credentials – from existing clients covering – Finacle implementation & Storage implementation (Annexure - 5)
  - Team Strength
  - Application Integrity statement from OEM (Annexure - 13)
  - Non-disclosure agreement (Annexure - 9)
  - Indicative commercials Annexure -15 Form 1 and Form 2
  - Reverse auction documents – Annexure - RA1 and RA2
  - Bidder support center (Annexure - 4)
  - Technical specifications / Compliance Annexure - 7
  - Pre contract integrity pact Annexure - 12
  - Authorization letter from OEM certifying channel partner / dealer (If applicable)
  - Bill of material Annexure - 14 (A to S)





#### **8.4. Cost of Bid documents**

- Demand Draft covering cost of bid.

#### **8.5. Earnest Money Deposit**

- Bank Guarantee covering Earnest Money / Bid Security amount.

#### **8.6. Commercial Bid Evaluation.**

- 8.6.1. The commercial bidding process will be through an e-procurement reverse auction process.
- 8.6.2. The bidders who are eligible based on the technical evaluation will only be considered for participation in the online reverse auction.
- 8.6.3. The envelope containing the Indicative Commercial Offer, should include only the indicative commercial quote for the product offered as per the format enclosed. Please note that no other information other than the price & other information called for should be furnished.
- 8.6.4. The time and date of reverse auction, along with the details of the service provider conducting the reverse auction will be informed to technically empaneled vendors through email. Business rules and terms and conditions of Reverse Auction is provided in Annexure - 18.
- 8.6.5. The Technically Qualified bidder with the lowest Commercial Bid after reverse auction and scrutiny would be declared as L1.
- 8.6.6. The L1 bidder shall not automatically qualify for becoming selected Bidder and for award of contract by the Bank. If the Bank opines that there is a need for negotiation of charges, Bank may call the bidder for negotiation.
- 8.6.7. Successful bidder has to submit the detailed price bid confirming to the TCO finalized in the reverse auction process as per the format of indicative commercial bid submitted, within 2 days after the reverse auction is completed.
- 8.6.8. The Bidder whose commercial bid is accepted will be referred to as "Selected Bidder" and the Bank will notify the name of the Selected Bidder.
- 8.6.9. The indicative Commercial Bids should be prepared strictly in sync with the Technical Bid without contradictions and this will be followed by reverse auction. The items which are included in Technical Bid and not quoted with appropriate price in indicative Commercial Bid are deemed as included without additional price impact.

The indicative Commercial Bid with contradictions, conditional offers will be liable for disqualification.



## 9. Evaluation of Bids

### 9.1. Evaluation process

- 9.1.1. The evaluation process will be a two-step process. The evaluation of the technical proposal will be conducted first. The details of the technical evaluation criteria are provided in subsequent sections.
- 9.1.2. The bidders who have qualified based on the technical evaluation will be allowed to participate in reverse auction process as part of finalising L1 bidder.
- 9.1.3. The officials of Sponsor Bank (Andhra bank) will participate in the Technical and Commercial evaluation process. Technical presentations will be conducted either at Andhra Bank – DIT, Cyber Gateway, Hyderabad or HO - CGGB, Guntur.

### 9.2. Technical Bid evaluation

- 9.2.1. The maximum score in the technical evaluation is 100.
- 9.2.2. Bidders are required to score a minimum of 75 in the technical evaluation to be considered for commercial evaluation.
- 9.2.3. The bids will be technically evaluated based on the data provided by the Bidder as a part of the response in addition to all the assertions provided.
- 9.2.4. The bids received and accepted will be evaluated by the Bank to ascertain the best suited for the bank and the lowest bid in the interest of the Bank basing on bidder's response to the eligibility criteria, scope, and technical requirement specifications as detailed in this document.
- 9.2.5. The Bank expects the responses that explain clearly the deliverables offered in terms of a fully secured, reliable and professionally managed CBS setup to ensure confidentiality, integrity and availability of data at all times, cost effectiveness and overall benefit to the Bank.
- 9.2.6. The bidder has to comply with various terms and conditions of RFP.
- 9.2.7. In response to this RFP, Bank expects sufficient information especially in the matter of experience of the service provider in handling incidents of disasters due to natural calamities and strike, riot, commotion, etc., for business continuity.
- 9.2.8. The bidder shall cover in his response full scope, requirements and deliverables as per the RFP and also to meet the intent of the RFP, whether or not explicitly mentioned in the RFP.
- 9.2.9. Setting of Evaluation criteria for short-listing of Bidders, final selection of selected bidder will be entirely at the discretion of the Bank. The decision of the Bank in this regard will be final and in this connection no correspondence will be entertained.
- 9.2.10. The Bank may call for a presentation either at the time of technical evaluation or at any time before commercial bid stage to satisfy itself about the capabilities of the Bidder etc. The Bank may however call the Bidder to present either once or more than once depending on the need.
- 9.2.11. The Bank will carry out a reference site visit, where the bidder has already deployed the solution as part of technical evaluation. Bidders has to arrange necessary permissions for the same.
- 9.2.12. The bank shall communicate by means of post or courier or telephone or fax or e-mail or telex, etc., the venue, date and time of the product demonstration to the bidder separately. Each bidder will be given adequate time for full presentation. The bank reserves the right to give additional time for the demonstration and also to call for additional demonstration for any or all bids.



- 9.2.13. It is to be understood clearly by the bidders that the selection process requires them to have adequate expertise in implementing CBS application.
- 9.2.14. If a bidder does not come up with the presentation when called for, it will be construed that bidder is not interested in the project and the bid shall stand disqualified.
- 9.2.15. Bidder has to show the capabilities of the services to meet all the requirements specified in this document.
- 9.2.16. No request for change in date / time shall be entertained after communication by the bank.
- 9.2.17. The Technical Bid shall contain the details of the bidder in terms of previous experiences, design document etc.
- 9.2.18. Bank may at its discretion choose to interact with references furnished in the proposal and the bidder needs to obtain their consent before hand for an independent enquiry by the Bank.
- 9.2.19. The Technical scoring sheet and various other submissions in the Technical Bid will be suitably evaluated to arrive at over all Technical bid score.
- 9.2.20. The procedure for Technical Evaluation is provided in Annexure - 11.

### **9.3. Commercial evaluation (Bid Stage)**

- 9.3.1. In the Bid Stage, as part of bid documents, bidder has to submit their indicative commercial bids in accordance with the terms specified in the Bidding Documents.
- 9.3.2. The commercial bidding process will be through a e-procurement reverse auction process.
- 9.3.3. The Technically Qualified bidder with the lowest Commercial Bid after reverse auction and scrutiny would be declared as L1.



## 10. Technical Bid submission

### 10.1. Cost of Bid

- 10.1.1. The Bidder is required to submit a Demand Draft amounting to Rs.25,000/- in favour of Chaitanya Godavari Grameena Bank along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.

### 10.2. Earnest Money Deposit (EMD)

- 10.2.1. The Bidder should submit EMD for a sum of Rs.30,00,000/- (Rupees Thirty lakhs only) in the form of a Bank Guarantee in favour of 'Chaitanya Godavari Grameena Bank Bank'. The Bank Guarantee should be valid for a period of 180 days and should be issued by a Scheduled Commercial Bank/RRB in India. The format of Bank Guarantee is provided.

- 10.2.2. This is to be submitted as part of the Technical Proposal.

- 10.2.3. No interest will be paid on the EMD.

- 10.2.4. The EMD (bid Security) / Bank Guarantee of successful Bidder shall be refunded after furnishing performance Guarantee as required by the Bank.

- 10.2.5. EMDs / Bank Guarantees furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

- 10.2.6. The EMD made by the bidder will be forfeited if:

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation and up to submission of Performance Bank Guarantee.

- 10.2.7. Failure to accept the order by the Selected Bidder within seven days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of Bank. However Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

- 10.2.8. Failure to submit the Performance Guarantee with in stipulated period from the date of execution of the contract makes the EMD liable for forfeiture. In such instance, Bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.

- 10.2.9. The Performance Bank Guarantee is to be furnished for a sum equivalent to 10% of the Contractual value covering the entire contractual period.

### 10.3. General terms of Bid submission

- 10.3.1. The offers should be made strictly as per the formats enclosed.

- 10.3.2. The Bidder should bear all the costs associated with the preparation and submission of their bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.



- 10.3.3. The bid should be signed by the Bidder or any person duly authorized to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that the person is empowered to sign the tender documents and bind the bidder. All pages of the tender documents except brochures if any are to be signed by the authorized signatory.
- 10.3.4. The offers submitted to Bank should preferably not bear any corrections, alterations, over writings and additions. In such cases, the persons signing the bid should initial such corrections.
- 10.3.5. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 10.3.6. No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.
- 10.3.7. Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason whatsoever.
- 10.3.8. The bids will be opened in the presence of authorized representatives of the bidders. However, the representative of the bidder has to produce an authorization letter from the bidder to represent them at the time of opening of Technical/Commercial bids. Only One representative will be allowed to represent any bidder. In case the bidder's representative does not present at the time of opening of bids, the proposals/bids will still be opened at the scheduled time at the sole discretion of the Bank.
- 10.3.9. The bidder must use the entire information furnished in the RFP including scope, detailed requirements of maintenance of application and other terms and conditions, while submitting the response.
- 10.3.10. All responses should be in English language only. All responses by the Bidders to this RFP document shall be binding on such Bidders for a period of 180 days from the date of opening the Technical Bid.
- 10.3.11. All responses including commercials, finalised after reverse auction and technical bids would be deemed to be irrevocable offers / proposals from the Bidders and may, if accepted by Bank, form part of the final contract between Bank and Bidder.
- 10.3.12. Bidders are advised to attach a letter from an authorized signatory attesting the veracity of the information provided in the response.
- 10.3.13. Any technical bid submitted cannot be withdrawn / modified after the closing date and time for submission of the bid offers unless specifically permitted by Bank. However, the Bidder may modify or withdraw its offer after submission provided that, Bank, prior to the closing date and time receives a written notice of modification or withdrawal.
- 10.3.14. Bank concludes that everything as mentioned in the RFP documents circulated to the Bidders and responded by the Bidders have been quoted for by the Bidders and there shall be no extra cost associated with the same other than the cost quoted by the Bidder. The component prices quoted by the bidders shall be binding for any additional component procurement as needed by the Bank within the ambit of the scope of work including any extensions to the same. The component prices should be rational and in line with the overall prices quoted. Any irrational pricing of components can lead to disqualification of the bid.
- 10.3.15. In the event, Bank has not asked for the quotes for alternative prices and the Bidder furnishes the alternative quotes in the Bidder's financial bids, the higher of the quotes shall be taken for evaluating the bids. However, payment by Bank shall be made for the lowest quote.



- 10.3.16. The original and all copies of bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, signed by an authorized signatory of the Bidder, committing the bidder to the contents of the original response.

#### **10.4. Sealing and marking of Bids**

- 10.4.1. The Technical bid should be submitted in sealed cover containing Technical (Technical Bid) Proposals and to be super-scribed as "Technical offer for maintenance of Core Banking Application and supply of hardware to the Bank - CGGB".
- 10.4.2. The envelope containing Technical Offer should include only Bidder's Profile (as per enclosed format), Relevant Technical Bid Forms and Standard Printed Technical Literature/Brochure etc., for the bid.
- 10.4.3. The envelope containing indicative commercials, should include only indicative commercials as per the format enclosed. The indicative commercials should be submitted in sealed cover super-scribed as "Indicative commercials for maintenance of Core banking application and supply of hardware to the bank – CGGB"
- 10.4.4. The sealed covers containing the technical and indicative commercial offers shall in turn be part in a sealed envelope to be super-scribed "Technical and Indicative commercial offer for maintenance of Core banking application and supply of hardware – CGGB".

#### **10.5. Bid Submission**

- 10.5.1. Bidders are not permitted to submit more than one bid.
- 10.5.2. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
- 10.5.3. Bids sealed in accordance with the Instructions to bidders should be delivered as mentioned in the Bid schedule. Bids may be sent by registered post or hand delivery, so as to be received at the address given in contact details in the tender schedule.
- 10.5.4. Receipt of the bids shall be closed as mentioned in bid schedule. Bids received after the scheduled time will not be accepted by the Bank under any circumstances.
- 10.5.5. The technical bids will be opened as mentioned in bid schedule.
- 10.5.6. Bank will not be responsible for any delay due to postal service or any other means.
- 10.5.7. The bidders or their authorized representatives shall be present at the time of the opening of the technical bid. Only one person per bidder will be allowed to be present at the time of the opening the technical bids.

#### **10.6. Clarification of tender documents**

- 10.6.1. Written requests for clarification may be submitted to the Bank prior to the date mentioned for the submission of pre-bid queries and clarifications for such queries shall be provided by the Bank in the pre-bid meeting.
- 10.6.2. Form should preferably be emailed to the Bank or provided by softcopy – in either event hardcopy confirmation are to be submitted with the Bid documents.
- 10.6.3. The queries and clarifications wherever necessary shall be placed in Bank's web-site under Tenders column.



## 10.7. Amendments to tender documents

- 10.7.1. Amendments to the Tender Document may be issued by the Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, prior to the deadline for the submission of bids.
- 10.7.2. The amendments will be posted on Bank's web site and will be binding on all the bidders.
- 10.7.3. From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the RFP.
- 10.7.4. Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the deadline for submission of bids.

## 10.8. Confidentiality

- 10.8.1. Bidder agrees that all information gathered from the Bank including oral enquires, letters, documents, emails, presentations, interactions, technical documentation, discussions with Bank's service providers and documents gathered from Bank's service providers etc. related to the Bank's business and other information identified as confidential by the Bank are confidential information of Bank.
- 10.8.2. Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

## 10.9. Indemnification

- 10.9.1. The Bidder shall, at their own cost and expenses, defend and indemnify the Bank against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.
- 10.9.2. The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees.
- 10.9.3. The Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.
- 10.9.4. The bidder shall always keep indemnified and hold Bank harmless from and against any and all damages, losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank by a third party as a result of non-compliance with Laws in force default in obtaining consents, permissions, approvals, licenses, etc., as may be necessary or required for this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines, Cancellation of Order.



## 10.10. Bidders Liability

- 10.10.1. The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project. The bidders liability in case of third party claims against the Bank resulting from breach of confidentiality, Willful Misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.

## 10.11. Signing of contract

- 10.11.1. The Bidder shall be required to enter into a contract with Bank, within 15 days of the award of the tender or within such extended period, at the discretion of the Bank.

## 10.12. Other terms and conditions

- 10.12.1. This RFP document is the property of the Bank and this cannot be copied or used in any other manner except for the purpose of responding to this tender notice or without written permission from the Bank.
- 10.12.2. All the documents submitted along with bids shall also become the property of the Bank and retained by the Bank unless otherwise specifically mentioned.
- 10.12.3. The bidder should mention whether he is having any contractual obligation presently with the Bank, its status and any conflict of interest has arisen in such contractual obligation.
- 10.12.4. The implementation methodology and business processes in the implementation of the Project which are specifically built for Bank will form the property of the Bank except for those for which Intellectual Property Rights are already established.
- 10.12.5. Selected bidder has to undertake not to hire, solicit, or accept solicitation for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case by case basis.
- 10.12.6. Besides penal provisions, Bank reserves the right to terminate the contract, if the work is not progressing according to the agreed project plans and when the delay is attributable to the Bidder either directly or indirectly due to the failure of Proper Project Management.
- 10.12.7. Penal Provisions and right of termination is, however, subject to Force Majeure situation to be defined in the agreement.
- 10.12.8. The proposal and all supporting documentation submitted by the bidder shall become the property of Bank – unless the Bank agrees to the bidders' specific request, in writing, that the proposal and documentation be returned or destroyed.





## 11. General terms and conditions

### 11.1. Performance Guarantee

- 11.1.1. Within 21 days of the issue of purchase order the selected bidder must submit a performance guarantee equivalent to 10 % of the Total Contract value. The bank guarantee shall be kept valid till completion of contract period. The guarantee shall contain a claim period of three months from the last date of validity.
- 11.1.2. In case the selected bidder fails to submit performance guarantee within the time stipulated above, the bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.
- 11.1.3. Thereafter the Bank shall be at liberty to proceed with procurement from the other technically qualified Bidders within the purview of the same RFP by calling for fresh reverse auction from the technically short listed Bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.
- 11.1.4. The selected bidder shall be responsible for extending the validity date and claim period of all the bank guarantees as and when it is due on account of incompleteness of contract.
- 11.1.5. The bank shall invoke the guarantee before expiry of validity, if the services rendered by the selected bidders are not satisfactory and not as per the terms of the contract and SLAs. The bank shall notify the selected bidder in writing before invoking the guarantee.
- 11.1.6. The performance guarantee will be discharged by bank and will be returned to the selected bidder thirty days after expiry of contract period.

### 11.2. Procedure for claiming payments

- 11.2.1. The Selected Bidder's requests for payment shall be made to the Bank in writing accompanied by Original Invoice detailing the Services offered, date of commencement of the service etc. The invoice should be raised proactively deducting applicable penalty if any.
- 11.2.2. The payments shall be made within 30 days of valid claims that are supported by invoice, acceptance and upon fulfillment of other conditions stipulated in the contract. The invoices and other documents are to be duly authenticated by selected bidder. The payment is subject to deduction of TDS and Liquidated Damages wherever applicable.
- 11.2.3. On receiving each payment, the selected bidder shall submit a stamped receipt for the payment received including TDS. The payment after deducting applicable TDS will be released centrally from DIT, Head Office, CGGB Guntur.

### 11.3. Rights of the Bank

- 11.3.1. The Bank reserves the right to reject any or all bids at any point of time prior to placing the order without assigning any reasons whatsoever.



- 11.3.2. The bank reserves the right to re-tender. The bank shall not incur any liability to the affected bidder (s) on account of such rejection. Bank shall not be obliged to inform the affected bidder (s) of the grounds for the Bank's rejection. The bank reserves the right to modify any technical requirements specifications within the overall scope of the RFP.
- 11.3.3. Bank reserves the right to obtain revised indicative commercials from the bidders with regard to changes in RFP clauses or if the Bank is not satisfied with the prices offered.
- 11.3.4. The bank reserves the right to release order, part order or more than one order within the overall contract.
- 11.3.5. The bank reserves the right to modify the bill of material at any point of time before opening of the indicative commercial bid. The Bank reserves the right to alter the locations specified in the tender, and to delete/substitute items from the ones specified in tender. The Bank also reserves the right to spread the total order over different phases. Bank may also place order for various services in addition to the quantities mentioned in this tender at the same terms and conditions including the cost agreed upon.
- 11.3.6. This RFP for all intents and purposes is final. However, Bank reserves the right to bring about any changes in requirements within the overall scope and the same will be communicated to the Bidder(s) well before time so as to allow the Bidder(s) to prepare and submit their response.
- 11.3.7. The Bank reserves the right to call for presentation/demonstration for any or all bids.

#### **11.4. Instructions to the Bidder**

- 11.4.1. The selected Bidder shall take all steps to ensure safety of their and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder.
- 11.4.2. The selected bidder shall also ensure cleanliness of the site during the tenure of the contract.
- 11.4.3. The Bidder shall be fully responsible for providing and maintenance of services as per the Terms of this RFP.
- 11.4.4. The Bidder shall specify in the bid, the responsibilities of the Bank during the execution of contract.
- 11.4.5. If any further infrastructure of hardware is required to meet the performance criteria of the bank as stated in the RFP during the tenure of the project would be at the cost of the selected bidder.

#### **11.5. Demonstration/Presentation**

- 11.5.1. The selected bidder shall own the responsibility to present that the services offered are as per the specification/performance stipulated in this RFP and as committed by the selected bidder, either at site or in his works without any extra cost to the Bank. However the Bank will bear the traveling, boarding and lodging cost related to its own personnel.



- 11.5.2. Intent of RFP: The selected bidder shall provide all required services and supply of hardware as per the intent to this RFP, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, interoperability, maintainability and upgradability of the services.

## 11.6. Project documentation

- 11.6.1. Wherever applicable the selected bidder shall submit the relevant test certificate/guarantee Certificate/licenses along with the supplies, installation and acceptance, as applicable.

## 11.7. Force Majeure

- 11.7.1. Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have been foreseen and which substantially affect the performance of the Contract, such as:
- 11.7.2. Acts of any Government only, including but not limited to war, declared or undeclared, priorities, quarantines and embargoes. Force Majeure also include natural calamities arising out of floods, earthquakes, cyclone, etc, and other acts like terrorists attacks, vandalism etc.
- 11.7.3. Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The selected bidder or the bank shall not be liable for delays in performing their obligations resulting from any Force Majeure cause as referred to and/or defined above.

## 11.8. Arbitration

- 11.8.1. All disputes or differences between the parties shall be resolved amicably. If amicable settlement is not possible, then such disputes and differences shall be resolved through an Arbitrator mutually agreed upon between the parties. If the parties cannot agree upon an Arbitrator, then both the Selected Bidder and Bank shall appoint one Arbitrator each, and both the Arbitrators jointly shall appoint a third Arbitrator. The decision of the majority of the arbitrators shall be final and binding on the parties. The arbitrators shall give a reasoned Award. The Arbitration Proceeding shall be governed by the provisions of the Arbitration Conciliation Act, 1996
- 11.8.2. Work under the Contract shall be continued by the selected bidder during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the selected bidder shall be withheld on account of the ongoing proceedings, if any, unless it is the subject matter or one of the subject matter thereof.
- 11.8.3. The venue of the arbitration shall be at Guntur, India.



## 11.9. Applicable law and jurisdiction of court

- 11.9.1. The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Guntur (with the exclusion of all other courts)

## 11.10. Defect liability

- 11.10.1. In case the service offered is not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein the selected bidder shall forthwith replace/provide such service at no extra cost to the bank without prejudice to the other remedies as may be available to the bank under the contract.

## 11.11. Notices

- 11.11.1. Notice or other communications given or required to be given under the Contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by registered post, or by facsimile, provided that where such notice is sent by facsimile, a confirmation copy shall be sent by registered post within ten days of the transmission by facsimile, to the address of the receiving party by the other in writing, provided such change of address has been notified at least fifteen days prior to the date on which such notice has been given under the terms of the contract.
- 11.11.2. Any notice or other communications shall be deemed to have validly given on date of delivery if hand-delivered; if sent by registered post, then on the expiration of seven days from the date of posting; and if transmitted by facsimile, then on the next business date after the date of transmission.

## 11.12. Access for audit

- 11.12.1. The Bank may periodically conduct Audit either by internal auditors or by external auditors in respect of security/network access and authorization controls and procedures, and other product/services provided by the selected bidder. The selected bidder, as the request of the bank, shall provide access to the bank's auditors in this regard whenever and wherever required.

## 11.13. Exit option and contract re-negotiation

- 11.13.1. The Bank reserves the right to cancel the purchase order and terminate the contract in the event of happening of one or more of the following conditions:
- Failure of the selected bidder to accept the order within the time stipulated.
  - Delay/failure in executing the contract Agreement.
  - Failure to furnish the performance guarantee within 21 days after issuing the Purchase order
  - Failure to maintain guaranteed uptime



- Breach of terms and conditions of the contract.
- Mergers or amalgamation of Banks.

11.13.2. The cancellation of the purchase order will be, besides the bank's right to invoke performance guarantee or without prejudice to its rights to initiate any other action as the bank may deem fit. The Bank shall be the sole judge to decide about the happening of one or more of the conditions mentioned above.

11.13.3. However, during all such times of disagreement, when contract is terminated, the bank shall make alternative arrangements within a period of 6 months and till an alternative arrangement is made the selected bidder shall render all the services and support as agreed as per the original terms of contract.

11.13.4. However, the bank shall pay to the bidder amount due to him towards the product and services already provided/rendered as per the contract. Such payment shall be subject to other terms and conditions of RFP like LD etc.

11.13.5. Not, withstanding what is stated above, the cancellation of the purchase order will be besides the bank's right to invoke performance guarantee or without prejudice to its rights to initiate any other action as the bank may deem fit.

11.13.6. Bank also has the right to cancel the contract and exit without cause by giving 3 months advance notice.

#### **11.14. Sensitive information**

11.14.1. Any confidential business related or sensitive information which the selected bidder comes across during the implementation of the project shall not be divulged/disclosed to anyone without the prior consent of the bank. If the information is so divulged, that may cause loss to the Bank, the Bank will have the right to invoke the performance guarantee with or without any notice to the Bidder.

#### **11.15. Security**

11.15.1. The proposed services to be provided by the selected bidder must comply with the various Guidelines issued by the Bank, RBI, NPCI, UIDAI, NABARD from time to time.

#### **11.16. Termination of the Contract & Compensation**

11.16.1. The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank in the following circumstances:

- The selected bidder commits a breach of any of the terms and conditions of the bid.
- The selected bidder goes in to liquidation/insolvency voluntarily or otherwise.
- An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.



- 11.16.2. Bank also has the right to cancel a portion of the contract by giving 3 months advance notice, if the bank is not satisfied by the service offered by the bidder.
- 11.16.3. However, the bank shall pay to the bidder amount due to him towards the product and services already provided/rendered as per the contract. Such payment shall be subject to other terms and conditions of RFP like LD etc.

### **11.17. Extension of Contract**

- 11.17.1. Bank has the right for extension of contract for providing services for the period of maximum of two years and the extension may be in quarterly multiples with the same terms and conditions and commercials quoted in response to this RFP.

### **11.18. Taxes and Duties**

- 11.18.1. The price quoted shall be inclusive of all taxes and duties. However, all taxes and duties as applicable shall be indicated separately in the commercial bid only. However, the prices, Taxes and duties etc, quoted shall be taken into account for the purpose of arriving at L1.
- 11.18.2. Any increase in Taxes/Duties at actual shall be paid by the bank on production of proof by the bidder. Any decrease in Taxes and duties etc shall be passed on to the bank by the selected bidder.
- 11.18.3. The selected bidder shall be solely responsible for arranging the foreign exchange release and import license or any materials, components, bought out items that may be required to be imported for the purpose of performing the work under this RFP and accordingly the bid prices shall include all the customs, import duties, levies, license fee etc., payable by the selected bidder on imported items and Bank is not liable in this regard whatsoever.
- 11.18.4. Any certificate required to be submitted by the Bank in case of acquiring encryption hardware or software shall be explicitly specified in the technical bid by the selected bidder

### **11.19. Integrity Pact**

- 11.19.1. Bank believes in total transparency, integrity and accountability in its functioning. As per the directions of CVC, Bank proposes to execute Integrity Pact with the bidder focused on enhancing transparency in its business transactions, contracts and procurement processes.
- 11.19.2. The bidder shall submit the bid/tender along with the "Integrity Pact", as per Annexure XII on a non-judicial stamp paper of ₹100/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid document and has the authority on behalf of the C.E.O of the company he represents.
- 11.19.3. The non-judicial stamp papers are to be purchased in the name of the Bidder or Bank and the date of purchase should not be earlier than six months of date of execution.



- 11.19.4. The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. If the contents of the Integrity Pact is changed by the bidder, the bid will be rejected.
- 11.19.5. The bidder shall submit the Integrity Pact duly signed by the person(s) signing the bid. Bidders are required to clearly indicate the name and designation of the signatory (ies) as well as the name and address of the witnesses.
- 11.19.6. If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.
- 11.19.7. The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.

## **11.20. Confidentiality of the Document**

- 11.20.1. This document is meant for the exclusive purpose of bidding as per the specifications, terms and conditions and scope indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

**B V Ramanarao**  
**General Manager**



## 12. Annexure 1 – Compliance Certificate

To,

General Manager,  
Chaitanya Godavari Grameena Bank,  
Head Office,  
3<sup>rd</sup> Floor, Raghu mansion.  
4/1, Brodipet,  
Guntur – 522 002

Dear Sir,

RFP Ref no. No 099/51/RFP/2019-20/01 Dt. 17/02/2020.

Subject: Declaration and Acceptance of Terms and Conditions and Confirmation of offer

The details submitted in the this document are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Chaitanya Godavari Grameena bank has the right to summarily reject the proposal and disqualify us form the process.

We confirm having understood the entire bid process, contents of RFP with all its terms and conditions and undertake to abide by the terms and conditions. We have also understood that the Bank may add, alter, modify the terms and conditions and post the required information in its web-site under Tenders column and all such additions, modifications, alterations will form part of the RFP.

We hereby acknowledge and confirm having accepted that the Bank can at its absolute discretion apply whatever criteria it deems appropriate and fit, not just limiting to those criteria set out in the RFP, in short listing of bidders.

We confirm having met all the criteria set out for Bidder's eligibility including financial soundness. We also confirm that we are not blacklisted by any Government organization or Govt. agency or Banks in India There is no legal action against our organization for any cause in any legal jurisdiction, which will impose restrictions to the ability of the Bidder in carrying out its obligations under this RFP.

We confirm and warrant that key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past.

**Authorized Signatory with Seal**

Date:

Place:





## 13. Annexure 2 – Bidder Constitution and Contact Profile

### Company Profile

1. Name of the Company:
2. Address of Registered Office / Head Office:
3. Phone Number (with STD Code):
4. Fax Number:
5. E-mail id:
6. Constitution (Public Ltd Co., / Pvt., Ltd., Co. / Partnership/ Proprietary Concern etc.):
7. Date of Establishment:
8. Name of Chief Executive:
9. Name of Contact Person and Phone No at Hyderabad:
10. Location of Factory, if applicable:
11. Line of Activity:
12. Date from which the product offered in the tender are marketed:
13. Products Developed / Serviced (Attach product literature)
14. Details of Quality Certifications Obtained for the Company & its Products, such as ISO-9001:2000 etc. (attach Photostat copies).
15. Total Number of Employees:

**Authorized Signatory with Seal**

Date:

Place:



## 14. Annexure 3 – Financial Details of the Company

(To be included in Technical Bid Envelope)

(In Rs in Lakhs)

	2016-17	2017-18	2018-19
<b>Audited (A) / Provisional (P)</b>	<b>(A)</b>	<b>(A)</b>	<b>(A/P)</b>
Paid up Capital			
Tangible Net Worth			
Total Assets			
Total Sales (net of excise)			
PBDIT			
Profit after Tax			

Attach annual reports / duly audited financial statements for the latest three financial years.

Date:

Signature of Authorized Official with Seal

Place:



## 15. Annexure 4 –Bidder’s Support Centre

Number of Offices within India:

Total Number of Offices:

Furnish information about Support Centers at Hyderabad and Chennai

Sl. No.	City / State	Address	Name of Person In-charge and Phone No	No. Of Qualified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support

Date:

Signature of Authorized Official with Seal

Place:



## 16. Annexure 5 – Credentials: Projects handled by bidder

(Multiple sheets to be used to provide reference site details)

Details of Finacle projects implemented and maintained by the Bidder			
<b>REFERENCE SITE DETAILS:</b>			
Organization details			
Contact person details with address, phone numbers (Land / Hand), email id.			
Details of the project			
Broad outline of architecture			
Platform details			

Date:

Signature of Authorized Official with Seal

Place:



## 17. Annexure 6 –Eligibility Criteria

S No	Pre-qualification Criteria	Compliance (yes/No)
1	The bidder should be a government organization/ Public sector unit/ Partnership firm / Limited Company/ Private Limited Company having its Registered Office in India. Relevant documents of the same are to be submitted.	
2	The Company should have been registered in India and in existence for a minimum period of five years. Proof needs to be submitted.	
3	The Company should be a manufacturer of the equipment or an authorized channel partner/ authorized dealer for the equipment quoted during the last 5 years. Proof needs to be submitted.	
4	The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer).	
5	The bidder should be a channel partner of M/s Edgeverve (Infosys) for implementation and maintenance of Finacle Core Banking application currently and should have been a channel partner for the last 5 years ( enclose copy of channel partnership letter).	
6	The bidder must have prior experience in implementation and maintenance of Finacle Core Banking application in at least one Private sector/ Public sector bank in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation	
7	The bidder should be at present maintaining Finacle Core Banking solution in at least one Private sector/ Public sector bank in India with more than 500 branches. Reference letters from client needs to be provided.	
8	The bidder must have prior experience in Supply, installation and maintenance of Core servers, storage, backup equipment etc., in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.	
9	The bidder should have experience in migration or rollout of Finacle 10.x in at least one Private sector/ Public sector bank in India.	
10	Annual Sales Turnover not less than <b>Rs.300 Crore</b> for last 3 years (Provide figures in Crores ) 2016 - 2017 2017- 2018 2018 - 2019	
11	Net worth not less than <b>Rs.25 Crore</b> for last 3 years (Provide figures in Crores) 2016 - 2017 2017 - 2018 2018 - 2019	



12	Shall be Earning Profit for the last Three Years (Provide figures in Crores) 2016 - 2017 2017 - 2018 2018 – 2019 In case the bidder company is having loss for any year out of the last 3 years, a confirmation is to be given that the current net worth is 25 crore and above and bank may consider such bids after duly evaluating the financial strengths of the company.	
13	The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed)..	

Date:

Signature of Authorized Official with Seal

Place:



## 18. Annexure 7 –Technical Specification/Compliance

### 1. Technical compliance

S. No	Description	Complied (Yes/No)
1	Maintenance of the centralised core banking solution including maintenance of operating systems, application software, RDBMS and other associated systems, performance tuning	
2	Maintaining test & development, training and production setups of Finacle	
3	Maintenance and uptime of the CBS application. This also includes application of patches received from OEM after testing the same in UAT environment	
4	Applying database patches, fine-tuning of database and version upgrades as per the requirement of the Bank	
5	OS fine tuning, application patches etc., on servers	
6	Providing facility management services	
7	Taking backups and achieving RTO and RPO objectives	
8	Maintenance of all the associated services NEFT, RTGS, APBS, ACH, AEPS, IMPS, Mobile Banking, UPI, PFMS, ATM etc.,	
9	Migration of Database to Oracle 12C or higher version and Migration to Finacle 7.0.25	
10	Upgradation of Backup solution Data protector 10 or higher version. Taking up backup solutions version upgrades as per the requirement of the Bank.	
11	Installation & configuration of the new servers, storage, backup equipment, Network equipment etc. Migration of CBS solution, data and other associated systems from the existing setup to replaced new hardware setup.	
12	Providing Warranty/AMC services for CBS and Non-CBS servers, storage, SAN switch, backup equipment, Network equipment etc.	
13	Integration of Internet Banking with CBS without additional cost.	
14	Implementation of migration of Finacle 10.X and maintenance (Optional item)	
15	Implementation of Active directory, Maintenance of DNS services	
16	Implementation of new modules and provide customisations for CBS as per the bank requirement. Providing interface and integration of modules developed by bank team or provide by third parties as required by bank.	



S. No	Description	Complied (Yes/No)
17	Implementation of Antivirus and updation of Antivirus definitions in the clients / server systems.	
18	Providing network facility management services at DC/DR. Maintenance of Network/Security equipment, UTM(Firewalls), Routers, Switches etc., including resolution of routing issues, network upgrades, configuring policies in the firewall, proxy server etc.	
19	To shift the existing equipment (servers, storage, routers etc.,) at DC, Hyderabad to proposed new DC, Hyderabad and shifting of equipment at DR to proposed new DR. It includes site survey, powering down of equipment, dismantling, packing, transportation, installation, powering on and ensuring that the setup is operational at the new location.	





## 2. TECHNICAL SPECIFICATIONS

### Servers at DC & DR:

#### A1. Server: Blade Enclosure

S.No.	Specification	compliance (Yes/No)
	Make	
	Model	
1	Rack mountable Chassis to accommodate and Support for half/full height blades in the same enclosure holding up to minimum 8 full height hot pluggable blades per enclosure	
2	Blade Enclosure shall support Blade Servers of Intel Xeon and RISC/EPIC based blades.	
3	The blade chassis should be configured with redundant remote management controllers	
4	The blade chassis should be configured with Hot Swap IP Based KVM Switch for management or KVM Management should be integrated in remote management controller	
5	The blade chassis should have a passive backplane/Mid-plane architecture OR Active redundant mid-planes.	
6	Hot Swap and redundant variable speed cooling fans and all fans should be fully populated.	
7	The Chassis should have redundant 10G network switches with at least sixteen 10G downlink ports and at least 4 x 10G uplink ports per switch for connecting to the core switch.	
8	The Chassis should have redundant fiber channel SAN switch with at least sixteen 8 Gbps auto negotiating FC down link ports and 4 x 8 Gbps uplink ports per SAN switch.	
9	The enclosure should be populated fully with power supplies of the highest capacity available with the vendor. Power Supplies should support N+N redundancy, where N is greater 1 with necessary cooling fans in the enclosure.	
10	System management and deployment tools for configuring the Blade Servers and OS Deployment should be provided. Management software should also support remote console management, Power on/off blades, monitoring the power status, temperature, cooling fans status, I/O status, system diagnostic programs etc	
11	The chassis should have LED/LCD panel to provide power-on, location, information and system error conditions. Necessary hardware management console software is to be supplied.	
12	3 years onsite comprehensive warranty and 2 years AMC include 24x7 support with 4 hrs. response with commitment to resolve the hardware problem with in 6 hrs from the OEM.	



13	All the necessary tools & tackles, licenses, cables / connectors for Ethernet / Fiber / USB / Power etc. required for making the system operational shall be provided by the bidder.	
14	Server and storage should be the same OEM Vendor.	

## A2.Server: Blade Server

S.No.	Specification	compliance (Yes/No)
	Offered Make	
	Model	
1	64 Bit RISC/EPIC Processor Based System with latest generation processor.	
2	Each server should be populated and configured with two processors (or higher) CPUs. The term "CPU" here refers to One physical socket.	
3	The offered CPU should be of minimum 8 cores, with 2.5 GHz or higher clock speed with a provision to disable / enable cores as per the bank requirement. L3 caches should be more than 30 MB.	
4	Blade form factor.	
5	Server should be configured with minimum 256GB RAM and it should be scalable to 384GB. Adequate free DIMM should be available for scaling.	
6	Server should have minimum 3 PCIe / Mezzanine slots	
7	4 x 10 Gigabit Ethernet ports, 2 x 8 Gbps FC Ports on-board or via one or more full bandwidth PCIe cards.	
9	At least one PCIe slot should be vacant for future use	
10	Server should be configured with minimum 2 x 600 GB, 15K rpm, latest SAS Hot pluggable hard drives to be configured with RAID-1	
11	All servers shall be provided with the capability of being partitioned; each partition shall have its own operating system instance, host name and IP address.	
12	The software/firmware/hypervisor name and the partitioning technology being used to be expressively mentioned.	
13	The server should be configured with necessary and all Virtualization software's to create partitions and manage these partitions	
14	Necessary virtualization, cluster configuration and management software are to be provided with unlimited users.	
15	OS should be of the same OEM brand as the server and should have minimum features like full binary compatibility across versions. The latest version of OEM Unix should be provided with unlimited user licenses.	
16	Operating system offered should include the following features :- Partitioning functionality to allow the creation of multiple minimum one processor core partitions within the server	
	Workload management , Patch management system, Dynamic multipath I/O for fiber channel and SCSI I/O paths for disk and tape devices	
17	Dedicated 10/100 Ethernet port for Web based remote interface and remote console	



18	The blade servers offered should be covered under the onsite comprehensive warranty for a period of 3 yrs and 2 years AMC including hardware and software with 24x7 support with 4 hrs response and with commitment to resolve the hardware problem with in 6 hrs from the OEM.	
19	All the necessary tools & tackles, licenses, cables / connectors for Ethernet / Fibre / USB / Power etc. required for making the system operational shall be provided by the bidder.	
20	Server and storage should be the same OEM Vendor.	

### A3.Server: Rack Mount Server

S.No.	Specification	compliance (Yes/No)
	Offered Make	
	Model	
1	64 Bit RISC/EPIC Processor Based System with latest generation processor.	
2	Each server should be populated and configured with two processors (or higher) CPUs. The term "CPU" here refers to One physical socket.	
3	The offered CPU should be of minimum 8 cores, with 2.5 GHz or higher clock speed with a provision to disable / enable cores as per the bank requirement. L3 caches should be more than 30 MB.	
4	Blade form factor.	
5	Server should be configured with minimum 256GB RAM and it should be scalable to 384GB. Adequate free DIMM should be available for scaling.	
6	Server should have minimum 3 PCIe / Mezzanine slots	
7	4 x 10 Gigabit Ethernet ports, 2 x 8 Gbps FC Ports on-board or via one or more full bandwidth PCIe cards.	
9	At least one PCIe slot should be vacant for future use	
10	Server should be configured with minimum 2 x 600 GB, 15K rpm, latest SAS Hot pluggable hard drives to be configured with RAID-1	
11	All servers shall be provided with the capability of being partitioned; each partition shall have its own operating system instance, host name and IP address.	
12	The software/firmware/hypervisor name and the partitioning technology being used to be expressively mentioned.	
13	The server should be configured with necessary and all Virtualization software's to create partitions and manage these partitions	
14	Necessary virtualization, cluster configuration and management software are to be provided with unlimited users.	
15	OS should be of the same OEM brand as the server and should have minimum features like full binary compatibility across versions. The latest version of OEM Unix should be provided with unlimited user licenses.	
16	Operating system offered should include the following features :-	



	Partitioning functionality to allow the creation of multiple minimum one processor core partitions within the server	
	Workload management , Patch management system, Dynamic multipath I/O for fiber channel and SCSI I/O paths for disk and tape devices	
17	Dedicated 10/100 Ethernet port for Web based remote interface and remote console	
18	The blade servers offered should be covered under the onsite comprehensive warranty for a period of 3 yrs and 2 years AMC including hardware and software with 24x7 support with 4 hrs response and with commitment to resolve the hardware problem with in 6 hrs from the OEM.	
19	All the necessary tools & tackles, licenses, cables / connectors for Ethernet / Fibre / USB / Power etc. required for making the system operational shall be provided by the bidder.	
20	Server and storage should be the same OEM Vendor.	

## B. Storage at DC & DR:

S.No	Minimum Tender Specifications	Compliance (Y/N)
	Offered Make	
	Model	
1	The Storage system should be Enterprise class, Purpose Built all Flash Array with : <ul style="list-style-type: none"> <li>- Latest Generation</li> <li>- multi-controller architecture scalable to at least 4 Controllers. (Should not be a Clustered System) and should be provided with 2 controllers from day one.</li> <li>- Symmetric Active-Active Controllers (Every LUN should be accessible from all controllers, FE, BE Ports simultaneously)</li> <li>- Supporting 3-Way storage replication (Synchronous &amp; Asynchronous Replication) &amp; Zero Recovery Point Objective (RPO)</li> </ul>	
2	The offered Storage array shall be a true converge / unified storage with a single Microcode / operating system instead of running different Microcode / Operating system / Controllers for File, block and object services respectively.	
3	The storage array should support industry-leading Operating System platforms & clustering including Windows Server, VMware, Sun Solaris, Red Hat / Suse Linux, HP-UX and IBM-AIX etc.	
4	Offered Storage array shall be end-to end 16 Gbps enabled which means that both Front-end Fiber channel ports and Back-end engines shall be operated at minimum 16Gbps speed.	
5	The offered array shall be scalable to at-least minimum of 400 numbers of drives and shall be scalable to more than 200 TB of usable capacity in Raid 5.	
6	The storage array offered to be configured with 40 TB usable capacity (without compression/de-duplication/compaction) on Raid 5 using less than 1.92 TB SSD / Flash Self encrypting drives. The bidder also need to provide sufficient number of hot spare drives.	



7	The storage to be provided with minimum of Dual Crossbar Engines / Dual controller node / Dual controller engine or equivalent and shall be scalable to at-least 4 Crossbar engines / Controller nodes.	
8	The offered storage array shall be true active-active so that a single logical unit can be shared across all offered controllers in symmetrical fashion, while supporting all the major functionalities like Thin Provisioning, Data Tiering etc.	
9	The Offered Storage Array should have no Single Point of Failure and it should have redundant components to support the required availability.	
10	The Storage System should support automatic isolation of failed components within controllers.	
11	The Storage System should have automatic failover architecture with redundant, hot-swappable components, hot plugging and hot swapping of all components online(ie : drives, cache, interfaces, backplane, drive controllers, micro-code, power supply, Battery systems, cooling fan sub system, FC controller and ports and other major components)	
12	The offered storage array should have minimum 192GB DRAM cache, scalable to 384GB DRAM Cache, for Data and control operations. Cache shall be used for only for Data and control operation and shall not be loaded with the overhead of operating system. Incase if read cache is mirrored, bidder shall provide double the read cache.	
13	The Storage shall have minimum of 12 dedicated host ports running at 16Gbps speed within the storage array without using any external Gateway.	
14	The Storage array shall be scalable to 24 x 16Gbps FC ports.	
15	The Storage shall be supplied with at-least 4 x 16Gbps Back-end SAS ports / 16 x 16Gbps SAS Lanes and shall be scalable to at-least 8 x 1Gbps Back-end SAS ports / 32 x 16Gbps SAS lanes.	
16	Both Front-end and back-end ports shall be on separate adapters.	
17	The storage array should support hardware based RAID 0, 0+1, 1, 5 and 6 levels.	
18	The storage array should support minimum 400GB Solid State drives.	
19	The offered SSD / Flash drives shall be provided with minimum of 5 years unconditional warranty.	
20	The Storage array should support all well-known protocols like FC, ISCSI, SMB 3.0, NFS V4, CIFS natively.	
21	The storage array should be supplied with thin provisioning and Thin Re-claim software to make the volume thin for an extended period of time.	
22	Thin Re-claim (Zero Page reclaim) inside storage subsystem shall be automatic in nature and there shall be no need to run any utility inside storage for same.	
23	For effective capacity utilization, thin reclaim minimum unit shall be 16KB. Vendor shall provide the documentary proof for same.	
24	Thin Re-claim inside storage shall not cause any overloading of Storage CPU and shall be able to claim the Zero pages even during peak load without any performance impact.	
25	For ease of administration, thin provisioning shall be natively integrated with the Array instead of creating the separate pool. Vendor shall provide the documentary proof for same.	
26	The proposed storage should deliver an average response time of less than 1ms with all the required functionalities such as thin provisioning, inline compression, Snapshots, Clones, encryption, replication, etc.	



27	Quality of service engine shall allow to define minimum and maximum cap for required IOPS / bandwidth for a given logical units of application running at storage array.	
28	It should be possible to change the quality of service Response time (in both milliseconds as well as sub-milliseconds), IOPS, bandwidth specification on basis of real time.	
29	The offered Storage should have support to make the snapshot and full copy (Clone) on the thin volumes if original volume is created on thick or vice-versa.	
30	The offered storage should support non-disruptive online firmware upgrade for both Controllers and disk drives.	
31	The storage array should support hardware based data replication at the array controller level across all models of the offered family.	
32	The Storage array shall also support three ways (3 Data Centers) replication to ensure zero RPO natively without using any third party replication appliance.	
33	The offered storage array shall support incremental replication after resumption from Link failure or failback situations.	
34	Any multi pathing re-configuration at the hosts is in the bidder scope and bidder should provide clear plan including downtime requirements for any such re-configurations.	
35	The entire array capacity should be encrypted using T10-DIFF/AES 256 bit algorithm for data integrity & security. The feature should not impact performance or should not put any overhead on the capacity or functionality like snaps, compression, replication, etc.	
35	The storage should be supplied with licenses for the entire array capacity for compression, snapshot, clone, syn/async replication.	
36	Server and storage should be the same OEM Vendor.	
37	Offer system should have onsite comprehensive warranty for a period of 3+2 years including hardware and system software with 24x7 support with 4 hrs response and with commitment to resolve the hardware problem with in 6 hrs from the OEM.	

### C. Tape library solution DC & DR:

S.No	Minimum Tender Specifications	Compliance (Y/N)
1	Tape Library should support latest LTO8	
2	Tape Library should be able to offload the daily Full Backup to tape within 2 hours	
3	Tape library should be provisioned with minimum of 40 slots and 3 number LTO-8 FC tape drives. The tape library should be upgradable in future to 15 number LTO-8 drives.	
4	Tape Library should support encryption and options to backup the encryption keys for retrieval	
5	Additional backup software licenses required to support the tape library should be supplied	



6	Based on the Storage and Date size Tape library should be upgraded to meet the backup requirements	
7	The Tape library should have redundant power supply.	
8	Offer system should have onsite comprehensive warranty for a period of 3 years including hardware and system software with 24x7 support with 4 hrs response and with commitment to resolve the hardware problem with in 6 hrs from the OEM.	

#### D. Backup Software license at DC and DR

Sl. No	Specification	Compliance Y/N
1	The proposed backup solution should offer user friendly CPU independent Licensing for Backup server/Clients/Agents meaning no. of CPU's configured on the servers should not have any bearing on the cost. All backup/restore administration must be controlled by a master server.	
2	To perform LAN free, image level backups of the Virtual Machines and recovery to be done for the entire host or individual virtual machines.	
3	The software's should allow selective restore of files in individual Virtual machines.	
4	The master server should support Unix / Linux operating systems	
5	Master system must maintain a database for all backup/restore metadata and it should reconstruct against any corruption	
6	Proposed solution must support Windows / Unix / Linux operating systems. All client licenses offered should support heterogeneous operating systems.	
7	The software must be based on Graphical User Interface (GUI) so that all backup servers can be managed centrally, regardless of location	
8	The proposed backup solution must be able to support raw device backup.	
9	The proposed backup solution must be able to support consolidated backup – for file system data on all platforms.	
10	The proposed backup solution should be modular in architecture, allowing for components to be added and removed without requiring the backup system to be shutdown.	
11	The proposed backup solution should support automatic robotic/tape drive configuration. No scripting is required..	
12	The proposed backup solution should have the ability to configure automated backups for specific days and weeks within a month.	
13	The proposed Backup solution should be configured in such a fashion that no extra license for Client and media servers is required while moving from LAN to SAN based backup	
14	The solution should dynamically support sharing of Backup Devices between NAS box/s, LAN and SAN hosts	
15	The solution must provide online backup facility	



16	The solution should provide Full, differential, and cumulative incremental backup while data is online with protection down to the data file level	
17	The solution should support point-and-click complete recovery and point-in-time recovery based on time, SCN and log sequence number. It should be able to restore read only files when needed as well as flexible restoration of complete databases or individual data files should be available.	
18	The proposed backup solution must support complete server recovery from last backup including O/s, Application and Data without manual reinstallation or reconfiguration.	
19	The proposed backup solution should support extensive reporting capabilities, like, Backup job completion, job failure, client status, historic jobs by date and size, media utilization, etc.	
20	The proposed Backup solution should meet the following Media Management capabilities	
	a. Allow tape library sharing among media servers	
	b. Allow individual tape drive sharing among media servers and allow for reconfiguration without rebooting media servers	
	c. Tape drive sharing must support both SCSI and Fiber based connections.	
21	As part of the solution, existing backed up data should be migrated from old LTO-4 tapes to new LTO tapes without staging. Migrated data should be made available for restore without changing or losing any meta data.	

## E. SAN switch at DC and DR:

Sr. No.	Minimum Tender Specifications	Compliance (Y/N)
1	SAN switch shall be configured with minimum of 24*16Gbps FC Ports scalable to 48 ports.	
2	Should protect existing device investments with auto-sensing 4, 8, AND 16 Gbit/sec capabilities.	
3	Should deliver 16Gbit/Sec Non-blocking architecture with 1:1 performance for up to 48 ports in a energy-efficient fashion	
4	SAN Switch should be supplied with performance monitoring software to monitor the SAN performance	
5	SAN switch should integrate with existing HP 8/24 SAN switch	
6	The switch should be rack mountable	
7	Should provide enterprise-class availability features such as redundant and hot pluggable components like power supply and FAN	
8	Switch shall have support for web based management and should also support CLI.	
9	SAN Switch should provide Advanced inter switch linking and trunking licenses	
10	SAN Switch should support virtual fabrics	
11	Offer system should have onsite comprehensive warranty for a period of 3+2 years including hardware and system software with 24x7 support with 4 hrs response and with commitment to resolve the hardware problem with in 6 hrs from the OEM.	





## F. UTM at DC and DR

Sl. No.	Specifications	Compliance (Yes / No)
	<b>Offered Make :</b>	
	<b>Offered Model :</b>	
	<b>Firewall requirements</b>	
1	Firewall should support "Stateful" policy inspection technology. It should also have application intelligence for commonly used TCP/IP protocols like telnet, ftp etc.	
2	Firewall appliance should have multi-bus/multi-core system architecture.	
3	Appliance should support for Active connections in case of HA.	
4	Device based licensing and not user/IP based licensing	
5	Support for dynamic routing protocols, like OSPF, & BGP.	
6	Support the multicast protocols as a multicast host, by participating in IGMP and PIMDM / PIM-SM.	
7	Firewall should offer Bandwidth Management for every TCP, IPSEC, & VoIP protocols with attributes of Minimum Committed Bandwidth per protocol; Maximum Bandwidth per protocol; Priority for the queues	
8	The firewall should have an Ethernet interface for out-of-band device Management.	
9	Firewall should support VOIP traffic filtering.	
10	Should support IPv4 and IPv6	
	<b>UTM - Hardware and Interface requirements</b>	
11	Proposed system should have at least 8x10/100/1000 interfaces	
12	The UTM appliance should have console port and USB Ports	
13	Appliance should be rack mountable and support side rails if required	
14	Appliance should have redundant power supplies	
15	The platform should support open architecture for security controls	
16	The proposed system should balance security decisions across multiple cores at any given time	
17	Resource optimization technologies like utilizing multiple CPU Cores at any given time	
18	Platform should support VLAN tagging	
19	Support for health LEDs, LCD etc. to indicate operational status of the UTM module	
	<b>UTM - Performance requirements</b>	
20.	Firewall throughput of the UTM should be minimum of 10 Gbps.	
21.	IPS throughput of the UTM should be minimum of 4 Gbps	
22.	UTM must support more than 12 million concurrent connections.	
23.	Support more than 1,00,000 new sessions per second processing.	
24.	Should have capability to support for more than 100 VLAN.	
25.	Inbuilt support for IPSEC VPNs with DES/3DES and AES support	
26.	The UTM should support Active/passive High Availability feature.	



27.	Proposed UTM solution must be capable to detect device failure, link and path failure	
28.	UTM appliance failover should be complete stateful in nature without any manual intervention.	
29.	Proposed UTM shall synchronize the following for HA: a) All sessions b) Decryption Certificates c) All threat and application signatures d) All configuration changes e) Forwarding Information Base (FIB) tables	
	<b>Firewall - Network Protocols/Standards Support Requirements</b>	
30.	Firewall Modules should support the deployment in Routed as well as Transparent Mode.	
31.	Firewall must provide state engine support for all common protocols of the TCP/IP stack.	
32.	Firewall must provide NAT functionality, including dynamic and static NAT translations.	
33.	All internet based applications should be supported for filtering like Telnet, FTP, SMTP, http, DNS, ICMP, DHCP, ARP, RPC, SNMP, Exchange etc.	
34.	Local access to the firewall modules should support authentication protocols – RADIUS & TACACS+.	
35.	Firewall should support authentication proxy for Remote VPN, HTTP/HTTPS applications access and various other applications.	
36.	Should support BGP, OSPF, RIPv1 &2, Multicast Tunnels.	
	<b>Firewall filtering requirements</b>	
37.	Should support the filtering of TCP/IP based applications with standard TCP/UDP ports.	
38.	Should provide state engine support for all common protocols of TCP/IP stack.	
39.	Filtering capability that includes parameters like source & destination addresses, source & destination port numbers, protocol type.	
40.	Firewall should be able to filter traffic even if the packets are fragmented.	
41.	Should support CLI & GUI based access to the firewall modules.	
42.	Local access to firewall modules should support role based access.	
	<b>Intrusion prevention system requirements</b>	
43.	Intrusion prevention sensors delivering minimum of 4 Gbps of context-aware , real-world traffic inspection	
44.	IPS device should perform stateful pattern recognition to identify vulnerability-based attacks through the use of multi-packet inspection across all protocols.	
45.	The proposed IPS must perform protocol decoding and validation for network traffic including: IP, TCP, UDP, and ICMP.	
46.	IPS should provide anomaly identification for attacks that may cover multiple sessions and connections, using techniques based on identifying changes in normal network traffic patterns.	
47.	Should support creation of baseline of normal network traffic and then uses baseline to detect worm-infected hosts	



48.	Proposed IPS should identify attacks based on observed deviations in the normal RFC behaviour of a protocol or service.	
49.	Must be able to identify Layer 2 Address Resolution Protocol (ARP) attacks and man-in-the-middle attacks.	
50.	The sensors should be able to detect attacks running inside of these tunnelling protocols such as GRE, IP-in-IP, MPLS, and IPv4/IPv6.	
51.	Should be resistant to IPS evasion and protection from anti-NIPS Network Intrusion Prevention System) techniques.	
52.	Should support Vulnerability and Exploit signatures, Protocol validation, Anomaly detection, Behaviour-based detection, Multi-element global correlation and reputation based filtering	
53.	IPS profile should have an option to select or re-select specific signatures that can be deactivated	
54.	Intrusion Prevention should have the option to add exceptions for network and services.	
55.	IPS should provide rate shaping to prioritize known, normal traffic flows and unknown traffic flows	
56.	IPS policy to block the traffic by country should have an option to configure in incoming direction, outgoing direction or both.	
57.	IPS events/protection exclusion rules should be created and the packet data should be viewed directly from log entries.	
58.	Application Intelligence should have controls for Instant Messenger, Peer-to-Peer, Malware Traffic etc.,	
59.	Instant Messenger should have options to Block File Transfer, Block Audio, Block Video, Application Sharing and Remote Assistance	
60.	IPS should have an option to create your own signatures with an open signature language.	
61.	IPS should provide detailed information on each protection, including: Vulnerability and threat descriptions, Threat severity, Performance impact, Release date, Industry Reference, Confidence level etc.,	
	<b>Antivirus</b>	
62.	Malware scanning to block entry of all forms of viruses, web malware, Trojans and spyware	
63.	Should be able to reduce the risk of virus/malware entering the network by blocking files with real-time compressed executable files.	
64.	Should have capabilities for detecting and removing root kits	
	<b>Administration, Management and Logging</b>	
65.	UTM Real-Time Monitoring, Management & Log Collection (with storage) should not be distributed to more than ONE server/appliance	
66.	Any changes or commands issued by an authenticated user should be logged to a database.	
67.	UTM administration station must provide a means for exporting the firewall and IPS rules set and configuration.	
68.	Support for role based administration of firewall and IPS	
69.	UTM administration software must provide a means of viewing, filtering and managing the log data.	
70.	Firewall logs must contain information about the firewall policy rule that triggered the log.	



71.	UTM must provide a minimum basic statistics about the health of the device and the amount of traffic traversing the UTM device.	
72.	Should provide real time health status of all the firewall modules on the dashboard for CPU & memory utilization, state table, total number of concurrent connections and the connections/second counter.	
73.	UTM must send mail or SNMP traps to Network Management Servers (NMS) in response to system failures or threshold violations of the health attributes.	

### G. Cisco Router

Sl. No.	Required Specifications for Router	Bidder's compliance (Yes / No)
	<b>Make</b>	
	<b>Model</b>	
1	The router should be adequately sized to provide processing speed of a minimum of 16 million packets per second.	
2	The router should support performance of 1 Gbps and should be scalable up to 2 Gbps in future.	
3	Router shall have aggregate throughput minimum 1 Gbps from Day-1 and should be scalable to 2Gbps or Higher.	
4	The routers should have a minimum of 4 WAN interface module slots. Each of these slots should be able to accept any of the following modules: <ul style="list-style-type: none"> <li>- Minimum 8 port Gigabit Ethernet module.</li> <li>- Minimum 8 port serial service module.</li> </ul>	
5	The router should have eight 10/100/1000 Gigabit Ethernet ports (RJ-45 copper) on the chassis.	
6	The router should be provided with one module having a minimum of 8 Serial port (up to 2 Mbps speed) with the necessary V.35 cables.	
7	The router should be provided with one module having a minimum of 8 Gigabit Ethernet ports (RJ-45 copper) in addition to two ports available on chassis.	
8	The router should have one Console port RJ45/9-pin to enable router configuration. The necessary console cables need to be provided.	
9	The router should support redundant Power Supply. The router should be provided with redundant power supply.	
10	The router should be 19" rack-mountable and accessories like mounting kit etc to be provided.	
11	The router should support IPv6 and Ipv6 Tunneling.	
12	The router should support Static Routing for IPv4 & IPv6.	
13	The router should support the following WAN Protocols - HDLC, PPP, MLPPP, MLFR, PPPoE.	
14	The router should support the following IP Routing Protocols - RIP, RIPv2, BGP, OSPF, ISIS, MPLS, MPLS L2 and L3 VPN's with IPv6 support for all protocols. All the required license to be provided.	
15	Routers should support large selective of modular LAN and WAN connectivity options including Gigabit Ethernet, T1/E1, V.35 Serial, 3G / 4G LTE interface modules.	



16	The router should support Policy routing which allows custom filters for increased performance and security; supports ACLs, IP prefix, AS paths, community lists, and aggregate policies	
17	The router should support the following WAN Interface Modules - Fast Ethernet, Gigabit Ethernet.	
18	The router should support Sub-interfaces with 802.1Q support (4,094 VLAN IDs and 256 VLANs simultaneously).	
19	The router should have stateful firewall feature set. The router should support Layer 3 Filtering (ACLs) based on source/ destination IP address/subnet and source/destination TCP/UDP port numbers.	
20	The router should support IGMP Version 1 & 2.	
21	The router should support multicast routing, PIM-SM.	
22	The router should support H.323 and SIP ALGs.	
23	The router should support Layer 2/3/4 QoS, WFQ, FIFO	
24	The router should have management security features like SSHv2, Secure copy, encrypted user passwords, and authentication via AAA and RADIUS to prevent unauthorized management access.	
25	The router should support NAT (Network Address Translation) & Port Address translation (PAT).	
26	The router should support central management through SNMPv2 and SNMPv3.	
27	The router should support Link Layer Discovery Protocol (LLDP)	
28	Router should be scalable to 1000 IPsec tunnels and atleast 2,000,000 IPv6 routes (BGP)	
29	Routers should support MD5, SHA1, SHA2 or SHA3 hash functions from Day 1.	
30	The router should have the ability to support primary and secondary firmware images for redundancy.	
31	The router should support Industry standard CLI. Configuration through the CLI, console, Telnet, SSH.	
32	The router should support DHCP Server, Client, and Relay.	
33	The router should support DNS Agent, SNTF, FTP and TFTP server.	
34	The router should support a minimum of 10,00,000 ipv4 and ipv6 routes	
35	The router should have minimum of 8 GB DRAM and should support 2 GB DRAM-DIMM.	
36	Router should have 8G Flash memory	
37	The licenses deployed for the hardware supplied should not be bounded to the hardware. The same license should be able to carry forwarded for any hardware upgrade if required in future.	
38	Redundant Power supply	



## H. Server Racks at DC and DR:

Sr. No.	Minimum Tender Specifications	Compliance (Y/N)
1	Standard 42U 600/800mmW/1000mmD fully perforated front & back door and side panels, holes should be evenly distributed from top to bottom to permit adequate airflow (equivalent to 64 percent open area for ventilation), preferably black color.	
2	Should have 42U of vertical mounting space and servers should fit into the racks and necessary rack mount plates/kits to be provided	
3	Rack should having locking arrangements (lock and key) both front and rear panel	
4	Adequate clearance between the installed rack component and side panels of the rack	
5	One number Earthing kit, one number cable manager Horizontal 1U.	
6	The bidder should provide two numbers of Power distribution units(PDU). PDU's should have 40A MCB, a neon indicator, 24xIEC C13 sockets (5 A / 15 A) and atleast 3.0 meter cable for connection to the external power source.	
7	One number CAT 6 24 port 1U top of the rack switch should be mounted. Necessary provision for laying top of the rack CAT 6 cables as per the requirement of bank.	
8.	Heavy Duty Castor Wheels with Brakes	
9.	Power consumption display, temperature display should be available.	
10	Racks as per the requirement to be proposed / delivered	

## I. Account Support Services for CGGB for Servers / Storage & Backup

	Compliance
<p><b>Account Team:</b></p> <p>Vendor should deploy an account team to carry out proactive activities at CGGB comprising of:</p> <ul style="list-style-type: none"> <li>A local named and customer-assigned resource, responsible for leading the account team and delivering the overall service experience. This expert should focus on the Compute/Storage/SAN availability, utilizing Vendor defined methodology in delivering contractual obligations and communicating service value. He / She must have a broad technology knowledge, business awareness and may be peaked in 1-2 technical consulting specialties. This expert should act as a single point of contact for any escalation and should be able to provide consultancy to CGGB for any technical challenges faced in the delivery of the IT Service at the Compute/Storage level. Periodic review should be conducted by this experts with the CGGB IT stakeholders and share the detailed report about the reactive incidents as well as the plan for the proactive activities</li> <li>A named and customer-assigned (CGGB) resource responsible for delivering remote proactive services, focusing on moving the customer from event-driven to experience-driven service. This expert should be an</li> </ul>	



<p>active member of the account team, contributing to the overall service experience for CGGB and should be leading the delivery of remote proactive deliverables and recommendations.</p> <ul style="list-style-type: none"> <li>• A local, named hardware expert assigned for CGGB who should be responsible for proactive hardware activities. This engineer should carry out hardware support activities to recover from any unplanned incidents.</li> <li>• The names and the contact details of the above 3 resources should be shared by the Vendor during the bid process.</li> <li>• The vendor should assign a OEM Critical Event Manager to coordinate and prioritize the progress of Priority 1 cases (with business impact). This CEM will get engaged in addition to the remote engineer troubleshooting the problem technically</li> </ul>	
<p><b>Proactive Deliverables:</b></p> <p>The vendor should be able to perform the following services proactively as part of the contract:</p> <ul style="list-style-type: none"> <li>• A tool based health check for the servers to assess server configuration, performance and security. Comprehensive health check reports including compliance against best practices in the areas of server configuration, performance and security should be delivered post the health check. The report should also highlight improvement areas and any gaps against best practices.</li> <li>• The vendor should proactively notify any new releases of patches and firmware for the products covered in the contract customized specifically for the environment, based on the contractual agreement</li> <li>• The vendor should be able to carry out HA Assessments to identify single points of failure in the storage and SAN infrastructure. This should include but, not limited to, single point of failure analysis, storage performance analysis, gap analysis for the firmware and software versions, configuration analysis, SAN topology analysis etc.</li> <li>• A centralized configuration repository to be maintained by the vendor for all the components covered in the contract. This repository should have updated configuration information and should have secured access to customer and the vendor teams. The repository should also be able to maintain revision of server/storage configurations</li> <li>• The vendor should be able to conduct Proactive assessments for the datacenter environment including areas such as power, cooling and the environmental condition should there be a need to conduct such assessments as part of the contract</li> <li>• The vendor should have a system to send regular alerts to customer team on any security alerts, product related issues, OS patch alerts etc.</li> <li>• Conduct regular health checks on the Unix OE and storage environments and share best practice advices if there is a need be for applicable environments</li> <li>• The vendor should be able to conduct an ITIL based assessment workshop at least once a year and identify risks to service availability and process maturity for a representative IT service. The assessment should cover at a minimum, IT Governance, Service Support, Service Delivery and Technology domains</li> </ul>	



<ul style="list-style-type: none"> <li>• Robust Change Management process. The OEM field engineer should collect all necessary details, prior to any change in hardware or operating system and follow a Change Management process which should include the preparation of technical plan, details of the timelines for implementing the change, Rollback plan, approvals. Report should be share d on quarterly basis regarding the total changes categorized in successful and unsuccessful changes</li> </ul>	
<p><b>Reactive Support and Tools:</b></p> <p>The vendor should perform the following reactive services as part of the contract:</p> <ul style="list-style-type: none"> <li>• Hardware events from servers/storage/SAN/Network equipment should get automatically routed to the vendor support team enabling quick identification and tracking of incidents. This should also reduce the overall time taken for incident response and resolution</li> <li>• The vendor should share incident analysis with a dashboard indicating contractual commitments, incident analysis, proactive activities, event automation and tools, major risks and Change Management performance at periodic intervals agreed.</li> <li>• The vendor should understand customer requirements, prepare a plan to meet the account specific requirements, structure the deliverables and report them back with an updated Account Support Plan at regular intervals. This should be a living document incorporating customer requirements, HP activities, value delivered, risks to the environment etc. The Account Support Plan should be constantly updated with the changes in the environment and it will give a holistic picture of all the activities carried out by the vendor</li> <li>• The vendor should be capable of diagnosing the cause for hardware failure remotely using the events generated from the hardware event monitoring tools</li> <li>• The vendor should have a facility to log a call using web interface wherein all the support contract details should be linked. This interface should provide the incident number for monitoring the progress of the call/support ticket</li> <li>• The vendor should have flexibility to log the calls using either emails / telephone or web interface</li> <li>• The vendor should allow customer to monitor the progress of the case using a secure web interface</li> <li>• For complex incidents involving multiple technology domains, the vendor should deploy a complex problem manager in addition to the technology experts to resolve the issue faster</li> <li>• Vendor should proactively define an escalation matrix including the contact details of the customer and the vendor support teams. For Priority 1 incidents with high business impact, the vendor should operationalize the defined escalation matrix using a Critical Event Management process.</li> <li>• Robust Escalation management process from Hardware OEM for Top Priority incidents in addition to the technical elevation process</li> <li>• The vendor must develop an effective problem management system. The system must have procedures that help reduce the impact of problem and</li> </ul>	





<p>minimize its reoccurrence. It should help in identifying the root cause of the problem and proper recording and tracking of the problem till its resolution.</p> <ul style="list-style-type: none"> <li>• The vendor should have a comprehensive known error database or knowledge database in the form a web access which is accessible to customer for resolving first level issues. This is not a local database maintained to track incidents. This repository is the knowledge base of all the incidents resolved worldwide by the vendor support teams</li> <li>• The vendor should also provide a web-based mechanism for customer to raise a support ticket with the vendor.</li> <li>• The vendor should be capable of analyzing the root cause of individual component level failures by testing the hardware and identifying any product level issues.</li> <li>• The vendor should be capable of fixing any product quality issues proactively before it impacts the customer environment by doing predictive failure analysis using tools and diagnostics</li> <li>• The vendor should be able to provide a repair commitment of 6 hours for any hardware failures. For software issues, vendor support team should provide a response within 30 minutes.</li> <li>• Access to Level 3 OEM resources should be available during weekends and public holidays</li> <li>• The software automation tool itself should be given without any additional license cost as part of the support contract</li> <li>• The vendor should maintain a local pool of spares in the same location where customer datacenter is located</li> <li>• Fast connection to dedicated technical specialists of hardware OEM who can identify the incident rapidly and address any critical issues for quicker resolution</li> <li>• Level one support for ISV products like Red Hat, VMWARE, SUSE or Microsoft also provided by hardware OEM</li> <li>• Flexible reactive support options. Option to choose any of reactive levels from next business day through to call-to-repair and higher and allocate to products according to their role in the solutions.</li> <li>• 24x7 OEM engineering/OEM labs accessibility for top priority case. Acknowledgement from OEM has to provide on OEM letter on Lab accessibility along with technical BID</li> </ul>	
<p><b>Contract Flexibility:</b></p> <ul style="list-style-type: none"> <li>• The vendor contract should be flexible to include all type of equipment in the contract including any Multi-Vendor equipment</li> <li>• A single call number should be available for customer to log a call for any type of equipment covered in the contract</li> <li>• The vendor must be able to add equipment into the existing services contract without having to create a new contract for the additional equipment</li> </ul>	

**J. Others:**

Sl. No	Requirement	Compliance Y/N
1	Take over the support & maintenance of the existing Finacle Core Banking application along with all the services integrated in these 9 years 4 months.	
2	To build customisations in existing Finacle Core Banking application, and other integrated modules as per the requirement of the Bank and its maintenance.	
3	Providing AMC / ATS support for the existing hardware & software as per the details given in this RFP document.	
4	Providing Facility Management services as per the details given in this RFP document.	
5	Providing Finacle version migration services as per the details given in this RFP document.	
6	The make of the servers, storage, tape library, UTMs etc., proposed should have been already deployed in Public sector Bank in India for Core Banking application.	
7	To provide Finacle Assure service of M/s Edgeverve on subscription model.	
8	To provide migration services to Oracle 12C or higher version.	

Date:

Signature of Authorized Official with Seal

Place:



## 19. Annexure 8 - Query Format

RFP for maintenance of Core Banking Application of the Bank		Request for Clarification
<i>To be emailed to:</i>	<b>Chief Manager</b> <b>email id given in the schedule</b> <a href="mailto:ditsm@cggb.co.in">ditsm@cggb.co.in</a> dc@cggb.co.in	
<i>Name of Organization submitting request</i>	<i>Name &amp; position of person submitting request</i>	<i>Full formal address of the organization including phone, fax and email points of contact</i>
		Tel:
		Fax:
		Email:

Section / Page No./Point No	RFP Terms	Query description

Date:

Signature of Authorized Official with Seal

Place:



## 20. Annexure 9 - Non – Disclosure Agreement Format

(To be included in Technical Bid)

### Strictly Private and Confidential

To,  
The General Manager,  
Chaitanya Godavari Grameena Bank,  
Head office,  
3<sup>rd</sup> Floor, Raghu mansion,  
4/1 Brodipet, Guntur – 522 002

Dear Sir,

Date:

RFP ref no. No: 099/51/RFP/01, Dt. 17/02/2020

### Confidentiality Undertaking

We acknowledge that during the course of the Engagement for 'maintenance of Core Banking Application of the Bank and Providing Facility Management services' we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to Chaitanya Godavari Grameena Bank and its business that is provided to us pursuant to this Agreement.

In consideration of the bank making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of the Engagement and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm.
4. We shall not disclose or divulge any of the Confidential Information directly or indirectly to any other client of ours.
5. We shall seek the bank's prior written consent to disclose the information, except in cases where such disclosure is required by any rule or requirement of law or any regulatory authority with which we are bound to comply
6. This Agreement shall not prohibit disclosure of Confidential Information:
  - i. To our employees who need to know such Confidential Information to assist with the Engagement and in the review processes
  - ii. To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.



7. This Agreement shall not apply to Confidential Information that:
  - i. Is in the public domain at the time it is acquired by us
  - ii. Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us
  - iii. Is independently developed by us.
  
8. This Confidentiality Agreement shall continue for two years after the completion of the engagement unless and to the extent that the bank may release it in writing.
9. We acknowledge that the Confidential Information will not form the basis of any contract between the bank and us.
10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
11. We acknowledge that no failure or delay by the bank in exercising any right, power, or privilege under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
12. This Agreement shall be governed by and construed in accordance with Indian laws and any dispute arising from it shall be subject to the exclusive jurisdiction of the Indian courts.

We have read this Confidentiality Undertaking carefully and confirm our agreement with its terms.

With kind regards

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

*Duly authorised for and on behalf of*



## 21. Annexure 10 - Format of Bank Guarantee (for EMD)

To  
Chaitanya Godavari Grameena Bank  
Head office  
3<sup>rd</sup> Floor, Raghu Mansion,  
4/1 Brodipet, Guntur

Dear Sirs,

In response to your invitation to respond to your RFP reference No. \_\_\_\_\_, addressed to \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the 'Bidder') wish to respond to the said Request for Proposal (RFP) for self and other associated Bidders and submit the proposal for maintenance of Core Banking Application of the Bank listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of Rs. \_\_\_\_\_ Lakhs (Rupees \_\_\_\_\_ only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

- 1) If the Bidder withdraws his proposal during the period of the proposal validity; or
- 2) If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to Chaitanya Godavari Grameena Bank the said amount of Rupees \_\_\_\_\_ without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Chaitanya Godavari Grameena Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed Rs. \_\_\_\_\_ Lakhs (Rupees \_\_\_\_\_ only).
- 2) This Bank guarantee will be valid up to \_\_\_\_\_; and
- 3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_.



## 22. Annexure 11 - Technical Evaluation Procedure

The maximum score in the technical evaluation is 100 ( as given in the table - Scoring Pattern)

At a minimum, the following parameters will be considered for evaluation

Desktop evaluation for following components:

- Reference details i.e. Finacle implementation and maintenance experience, Storage / Tape Library implementation experience.
- Design document.
- Support Team Strength.

Bidders are required to score a minimum of 75 in the technical evaluation to be considered for commercial evaluation.

The bidder shall provide references (including Referee names and contact details) and a documented project management methodology in respect of major projects as stated.

The bids will be technically evaluated based on the data provided by the Bidder as a part of the response in addition to all the assertions provided.

### Scoring Pattern:

Scoring Parameter	Marks
Desktop evaluation Component I - based on the previous experience of the bidder on implementation and maintenance of Finacle Core Banking application in private sector / public sector banks in India	20
Desktop evaluation Component II - based on the previous experience of the bidder on Supply, implementation and maintenance of Servers, Storage & Tape Library in private sector / public sector banks	20
Desktop evaluation Component III - based on the solution document submitted by the bidder duly considering the scope of work, Facility Management services, Hardware sizing document.	15
Desktop evaluation Component IV - based on the previous experience of the bidder on implementing Finacle version 10.x.	10
Bidder's presentation	15
Reference site visit	20
Total	100

### Total Technical Bid Score:

- The total technical bid score would be sum of the scores obtained by the Bidder in each of the above categories.
- Only the bidders who qualify the technical evaluation criteria will be considered for commercial evaluation.



## 23. Annexure 12 - PRE CONTRACT INTEGRITY PACT

### General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of the month of \_\_\_\_\_ 20\_\_, between, on one hand, Chaitanya Godavari Grameena Bank, a Government of India Undertaking constituted under the Regional Rural Bank Act 1976 having its Head Office at Brodipet, Guntur, Andhra Pradesh by Shri. \_\_\_\_\_, (Designation of the Officer), (hereinafter called the 'BUYER', which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s. \_\_\_\_\_ represented by Shri. \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/SELLER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the 'BUYER' has invited bids for the \_\_\_\_\_ and the BIDDER/SELLER is submitting his bid for the same and

WHEREAS the BIDDER is a Private Limited company/Public Limited company/Government undertaking/registered partnership firm/constituted in accordance with the relevant law in the matter and the 'BUYER' is Chaitanya Godavari Grameena Bank.

### **NOW, THEREFORE,**

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said equipment/ services/ works at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the 'BUYER' will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

### **Commitments of the 'BUYER'**

1.1 The 'BUYER' undertakes that no official of the 'BUYER', connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial





benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The 'BUYER' will, during the pre-contract stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the 'BUYER' will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the 'BUYER' with full and verifiable facts and the same is prima facie found to be correct by the 'BUYER' necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the 'BUYER' and such a person shall be debarred from further dealings related-to the contract process. In such a case while an enquiry is being conducted by the 'BUYER' the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the 'BUYER' connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the 'BUYER' or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.



3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the 'BUYER' that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the 'BUYER' or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the 'BUYER' as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the 'BUYER' or alternatively, if any relative of an officer of the 'BUYER' has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the 'BUYER'.



#### **4. Previous Transgression**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify bidder's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Earnest Money (Security Deposit)**

5.1 While submitting commercial bid, the BIDDER shall deposit an amount \_\_\_\_ (to be specified in Bid Document) as Earnest Money/Security Deposit, with the 'BUYER' through any of the following instruments:

- (i) Bank Draft or a Pay Order in favor of \_\_\_\_\_
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the 'BUYER' on demand within 3 working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the 'BUYER' shall be treated as conclusive proof of payment.
- (iii) Any other mode or through any other instrument (to be specified in the Bid Document).

5.2 The Earnest Money/Security Deposit shall be valid up to a period of \_\_\_\_\_ months or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the 'BUYER' to the BIDDER on Earnest Money/ Security Deposit for the period of its currency.

#### **6. Sanctions for Violations**

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the 'BUYER' to take all or any one of the following actions, wherever required:-



(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the 'BUYER' and the 'BUYER' shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

(iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

(v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall, be liable to pay compensation for any loss or damage to the 'BUYER' resulting from such cancellation/rescission and the 'BUYER' shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the 'BUYER'.

(viii) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(ix) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(x) Forfeiture of Performance Guarantee in case of a decision by the 'BUYER' to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The 'BUYER' will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by



it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the 'BUYER' to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER.

#### **7. Fall Clause**

7.1 The BIDDER undertakes that it has not supplied/is not supplying similar Product/systems or subsystems at a price lower than that offered in the present bid in respect of any other

Ministry / Department of the Government of India or PSU and if it is found at any stage that similar project was performed by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the 'BUYER', if the contract has already been concluded.

#### **8. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

#### **9. Law and Place of Jurisdiction**

This Pact is subject to Indian Law.' The place of performance and jurisdiction is the seat of the BUYER

#### **10. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

#### **11. Validity**

11.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/SELLER, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

11.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

#### **Other Provisions**

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Hyderabad.



- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

BUYER

BIDDER.

Name of the Officer.

CHIEF EXECUTIVE OFFICER

Designation

Chaitanya Godavari Grameena Bank

Witness 1:

(Name & Address) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Witness 2:

(Name & Address) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## 24. Annexure 13 - Application Integrity statement from OEM

To,

Date:

The General Manager,  
Chaitanya Godavari Grameena bank  
Head office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet  
Guntur – 522 002

Dear Sir,

**RFP ref no. No:** 099/51/RFP/2019-20/01, Dt. 17/02/2020

This is to certify that the software .....is free of malware at the time of sale, free of any obvious bugs, and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Yours sincerely

(Authorized Signature with company stamp)



## 25. Annexure 14 – Bill of Material

### Hardware / Software Implementation

All the hardware proposed should be covered with minimum 3 years of warranty and 2 years of AMC. Details of the hardware and software proposed to be delivered, installed, commissioned and implemented.

#### A. Hardware at DC:

S. No.	Details – Server /Storage / SAN Switch / Tape library/Racks / Enclosure etc.	Make	Model	Qty.,	Detailed configuration (CPU / RAM / HDD etc.)

#### B. Software at DC:

S. No.	Name of the application software/ OS/ Database/ Backup Solution/Middleware ( if any)	OEM	Version number	Number of licenses & licensing details	Details

#### C. Hardware at DR:

S. No.	Details – Server / Storage / SAN Switch /Tape library/Racks / Enclosure etc.	Make	Model	Qty.,	Detailed configuration (CPU / RAM / HDD etc.)

#### D. Software at DR:

S. No.	Name of the application software/ OS/ Database/ Backup Solution/Middleware ( if any)	OEM	Version number	Number of licenses & licensing details	Details

#### E. Network equipment at DC/DR:

S. No.	Details	Make	Model	Qty.,	Detailed configuration
1	UTMs				
2	Routers				





## F. Hardware - One time Implementation and Commissioning of setups

S. No.	Implementation Details – Server / Storage / SAN Switch /Tape library/Racks etc.	Make	Model	Qty.,	DC/DR	Configuration Details

## G. Network equipment - One time Implementation and Commissioning of setups

S. No.,	Implementation Details –UTMs/ Routers	Make	Model	Qty.,	DC/DR	Configuration Details

## H. One time implementation of Finacle version migration to 7.0.25.

S. No	Details	OEM	No of licenses and licensing details	Details
	Finacle migration to 7.0.25			

## I. One-time implementation of Oracle version migration to 12C or higher.

S. No	Details	OEM	No of licenses and licensing details	Details
	Oracle migration to 12C or higher			

## J. Additional Hardware required at DC/DR for migration to Finacle 10.X (Optional):

S. No.	Details – Server / Storage / SAN Switch etc.	Make	Model	Qty.,	Detailed configuration (CPU / RAM / HDD etc.)

## K. One-time migration to Finacle 10.X (optional)

S. No	Item	OEM	Licenses required	Details Description

## L. Customization – CBS Man day charges



S. No	Details	Qty.,	Description
1	Customization of CBS – Man days	500	

**M. Antivirus software and servers for AV implementation & updation.**

S. No	Details	Qty.,	Detailed configuration (CPU / RAM / HDD etc.)	Description
1	Symantec antivirus licenses for 5 years	1200		
2	Server at DC and DR for AV			
3	Other software required in server like OS etc.,			

**N. Shifting of Equipment from existing DC to new DC and existing DR to New DR and commissioning of setup at new DC/DR (Optional Item) :**

	Item	Details description
1	Shifting of existing equipment (servers, network equipment etc.) from DC, Hyderabad to proposed New DC, Hyderabad.	
2	Shifting of existing equipment (servers, network equipment etc.) from DRC, Chennai to proposed New DRC, Chennai.	

**O. Facility Management :**

Sl. No	Description	Minimum Qty	Confirmation (Yes / No)
1	Unix Administrator – L2	1	
2	Unix Administrator – L1	2	
3	Wintel Administrator – L1	1	
4	Database Administrator –L2	1	
5	Database Administrator –L1	1	
6	Network Administrator – L2	1	
7	Network Administrator – L1	4	
8	Application Support – L2	5	
9	Application support – L1	3	

**P. ATS :**

Sl. No	Description	Qty.,	Details description	Confirmation (Yes / No)
1	ATS of Oracle licenses mentioned in Annexure – 16*			



2	ATS of other Software if any, (Mention software name and details)			
---	---	--	--	--

**Q. AMC of existing non CBS servers (DC & DR) :**

Sl. No	Description	Qty.,	Details description	Confirmation (Yes / No)
1	HP Proliant DL 360 Xeon 3.5 G Hz 4 core 16 GB	2		
2	HP Proliant DL 360 Xeon 3.5 G Hz 4 core 64 GB RAM	1		
3	HP Proliant DL 360 Xeon 3.5 G Hz 32 4 core GB RAM	3		
4	HP Proliant DL 380 E Xeon 1.90 G Hz 6 Core 64 GB	4		
5	HP Proliant DL 380 E Xeon 1.90 G Hz 6 Core 32 GB	2		
6	Dell power edge R700 Xeon E7 3.5 G Hz 4 core 16 GB RAM	1		
7	Dell power edge 640 Xeon 6128 3.4 G Hz 6 core 32 GB RAM	6		

**R. AMC OF existing Network Equipment's (DC & DR):**

S. No.	AMC of Network equipment	Qty.,	Details description	Confirmation (Yes / No)
A	Core routers HPE MSR 3044 Each cost Rs.2.42 lakhs	4		
B	Core switch HPE 7506 Each cost Rs.17.40 lakhs	4		
C	Aruba 2530 24 Switches Each cost Rs.31783.00/-	4		

**S. AMC of existing CBS Hardware (DC & DR):**

S. No.	AMC of existing CBS Hardware	Qty.,	Details description	Confirmation (Yes / No)
A	Blade Servers	12		
B	Rack Servers	6		
C	Blade Enclosure	2		
D	SAN Switch	4		
E	EVA Storage	2		
F	Tape Library	2		
G	Firewall	4		

**Note : Detailed hardware specifications for existing CBS Hardware are given in Annexure - 16**

**\* Licenses will be procured as per the actual requirement of the Bank any time during the contract.**

**\*\* Detailed breakup of the licenses needs to be provided as Annexure.**

Date:

Signature of Authorized Official with Seal

Place:



## 26. Annexure - 15

### Form 1 Indicative commercial Bid undertaking

To:

Date:

The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office,  
3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet  
Guntur

Dear Sir,

**Reg: Supply, installation, maintenance of Hardware & maintenance of Core Banking Application of the Bank.**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services : Supply, installation, maintenance of Hardware & maintenance of Core Banking Application of the Bank, in conformity with the said Bidding documents for the sum of ..... (Rs. ....) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to supply, install and maintain the solution in accordance with the delivery schedule specified in the schedule of requirements / purchase orders issued from time to time.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed percent of the each of Purchase Order Price, placed on us, for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2020.

(Authorized Signatory)

(Name, Designation, seal of the company)

Duly authorized to sign Bid for and on behalf of the company



## Form 2 Indicative commercial Bid

Supply, Installation, Maintenance of Hardware and Maintenance of Core Banking solution in the Bank.

### 1. Hardware (DC & DR) :

	Items	Unit cost inclusive of taxes with 3 yrs., warranty	AMC Cost inclusive of taxes (to be capped between 6% to 8%)		Total unit cost with 5yrs., warranty + AMC inclusive of taxes	Quantity	Total cost inclusive of taxes = d X e
			4 <sup>th</sup> Year	5 <sup>th</sup> Year			
		(a)	(b)	(c)	(d)= (a + b + c)	(e)	(f)
<b>A</b>	<b>Hardware at DC</b>						
	Enclosure						
	Blade Servers						
	Rack Servers						
	Storage						
	SAN Switch						
	Tape library						
	Server Racks						
<b>B</b>	<b>Hardware at DR</b>						
	Enclosure						
	Blade Servers						
	Rack Servers						
	Storage						
	SAN Switch						
	Tape library						
	Racks at DR						
<b>C</b>	<b>Network equipment at DC</b>						
	UTM						
	ROUTER						
<b>D</b>	<b>Network equipment at DR</b>						
	UTM						
	ROUTER						



E	Any other hardware proposed as part of the solution (Provide Details with item wise breakup)						
F	Servers for Antivirus implementation for both DC & DR						
G	Additional hardware required for migration to Finacle 10.X (optional)						
	Sum of A to H						



**2. Software**

(Fill Columns depending upon the Licencing nature)

	Software / Application Name	Licenses Type	Warranty & Period	Unit cost incl., taxes	Quantity	ATS inclusive of taxes					Remarks	
						Year 1 (2020-2021)	Year 2 (2021-2022)	Year 3 (2022-2023)	Year 4 (2023-2024)	Year 5 (2024-2025)		Total cost
A	Antivirus											
B	Data Protector											
C	Oracle Licenses											
D	Other software / licenses if any (Mention details)											
	Total											





### 3. One Time Implementation Charges (OTC) :

	Item	Unit cost incl., taxes	Quantity	Total cost inclusive of taxes
A	OTC for Installation and commissioning of hardware			
	Enclosure			
	Blade Server			
	Rack Server			
	Storage			
	Tape Library			
	SAN Switch			
	Others if any (Mention details)			
B	OTC for Installation and commissioning of			
	UTM			
	CISCO router			
C	Implementation of Backup software (Migration to Data protector 10 or higher version)			
D	OTC for migration to Oracle 12C or higher version.			
E	OTC for migration to Finacle 7.0.25			
F	CBS migration to Finacle 10.X (Optional)			
G	OTC for implementation of Active Directory			
H	OTC for migration of existing LTO-4 tapes to LTO-8			
I	Any other OTC (Mention Details)			
	Total Cost			



#### 4. AMC of Existing Network Hardware :

	Item Name, Make & Model	Qty.,	Unit cost incl., taxes per year	AMC cost Inclusive of taxes			Total Cost inclusive of taxes
				year 2022-23	year 203-24	year 2024-25	
A	Core routers HPE MSR 3044 Each cost Rs.2.42 lakhs	4 (DC-2, DR-2)					
B	Core switch HPE 7506 Each cost Rs.17.40 lakhs	4 (DC-2, DR-2)					
C	Aruba 2530 24 Switch each cost Rs.31783.00/-	4 (DC-2, DR-2)					
	Total cost (A+B+C)						

#### 5. AMC of Existing Non CBS Servers at DC & DR :

	Item Name, Make & Model	Qty.,	AMC COST (Inclusive of Taxes)					Total Cost (Inclusive of Taxes)
			Unit cost per year	year 2020-2021	year 2021-2022	year 2022-2023	year 2023-2024	
A	HP Proliant DL 360 Xeon 3.5 G Hz 4 core 16 GB Cost Rs.2.72 lakhs	2						
B	HP Proliant DL 360 Xeon 3.5 G Hz 4 core 65 GB RAM Cost –Rs.3.60 lakhs	1						



C	HP Proliant DL 360 Xeon 3.5 G Hz 4 core 32 GB RAM Cost – Rs.3.58 lakhs	3							
D	HP Proliant DL 380 E Xeon 1.90 G Hz 6 Core 64 GB Cost Rs.3.50 lakhs	4							
E	HP Proliant DL 380 E Xeon 1.90 G Hz 6 Core 32 GB Cost Rs.3.9 lakhs	2							
F	Dell power edge R700 Xeon E7 3.5 G Hz 4 core 16 GB RAM Cost Rs.3.2 lakhs	1							
G	Dell power edge 640 Xeon 6128 3.4 G Hz 6 core 32 GB RAM Cost- Rs.4 lakhs	6			NA	NA	NA	NA	
	Total cost Sum of A to G								

Details of Non CBS servers are provided in Annexure – 16.



### 6. Shifting of Equipment from existing DC to new DC and existing DR to New DR (Optional)

	Item	Cost including taxes
A	Shifting of existing equipment (servers, network equipment etc.,) from DC, Hyderabad to proposed New DC, Hyderabad.	
B	Shifting of existing equipment (servers, network equipment etc.,) from DRC Chennai to proposed New DRC, Chennai.	
	Total cost (A+B)	

### 7. Additional Storage Space (Optional)

	Item	Cost including taxes
A	Additional Storage of 5 TB.	



**8. Maintenance of CBS, other associated systems, data base, system administration, networking and facility management services.**

Sl. No	Description	Qty.,	Year 1 (2020-2021)		Year 2 (2021-2022)		Year 3 (2022-2023)		Year 4 (2023-2024)		Year 5 (2024-2025)		Total charges including taxes for five years	Tax%
			Unit charges including taxes	Total charges including taxes	Unit charges including taxes	Total charges including taxes	Unit charges including taxes	Total charges including taxes	Unit charges including taxes	Total charges including taxes	Unit charges including taxes	Total charges including taxes		
A	Core Banking application maintenance, other associated systems/services including database, middleware operating system etc.,	1												
B	Application support - L2 (At DC)	5												
C	Application support L1 (Optional item). (Head office/Regional office)	3												
D	Oracle DBA at DC - L2	1												

**Chaitanya Godavari Grameena Bank**

*RFP for Supply of Hardware & maintenance of Core Banking Application of the Bank*

*Feb'2020*



E	Oracle DBA (at DC) - L1	1												
F	Unix Administrator at DC - L2	1												
G	Unix Administrator - L1 (at DC -1, DR-1)	2												
H	Wintel Administrator - L1 (at DC)	1												
I	Network facility Management - L2	1												
J	Network facility Management - L1 (at DC -2, DR -2)	4												
	Sum of A to J													

**9. AMC of existing CBS Hardware (DC & DR):**

S. No.	AMC of existing CBS Hardware	Qty.,	AMC 6 Months From 15-09-2020 (Unit Cost inclusive of taxes)	Total Cost (Inclusive of taxes)
A	Blade Servers (Total Cost. Rs.79.22 Lacs)	12		
B	Rack Servers (Total cost Rs.27.20 lacs)	6		
C	Blade Enclosure (Total cost Rs.25.36 lacs)	2		
D	SAN Switch (Total cost Rs.15.80 lacs)	4		
E	EVA Storage (Total cost Rs.38.58 lacs)	2		
F	Tape Library (Total cost.Rs.14.22 lacs)	2		
G	Firewall (Total cost.Rs.33 lacs)	4		

**Note : Detailed hardware specifications for existing CBS Hardware are given in Annexure - 16**

**Consolidation of Cost:**

S. No	Item	Total cost (Inclusive of taxes)
1	Hardware (DC & DR)	
2	Software	
3	One Time Implementation Charges (OTC)	
4	AMC of Existing Network Hardware (DC & DR)	
5	AMC of Existing Server Hardware (DC & DR) – Non CBS	
6	Shifting of equipment from DC to new DC & DR to new DR (Optional)	
7	Additional Storage Space (Optional)	
8	Maintenance of CBS, other associated systems, Data Base, system administration, Network and Facility Management Services	
9	AMC of existing CBS hardware for the period of 6 Months	
	Grand Total	



## 27. Annexure – 16: Existing Hardware & Oracle Licenses Details

### Oracle Database Licenses:

Oracle database enterprise edition Processor perpetual	4 Units
Oracle database standard edition named user Plus Perpetual	55 users

### Hardware at DC (To be replaced) :

Item	Make & Model	Application	Serial No.	Configuration
Server	HP BL860i2	DB 01	SGH039XDP2	128 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	APP01	SGH039XDP3	80 GB RAM, 2*146GB HDD, 2 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	WEB01	SGH039XDPA	40 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	DB02	SGH039XDP9	128 GB RAM, 2*146GBHDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	APP02	SGH039XDP8	80 GB RAM, 2*146GB HDD, 2 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	WEB02	SGH039XDP7	40 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP Integrity rx2660	T&D01	SGH504005V	16 GB RAM, 2*146GB HDD, 2 * Intel Itanium processor 9100 1.42GHz
Server	HP Integrity rx2660	T&D02	SGH5040066	8 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9100 1.42GHz
Server	HP Integrity rx2660	BKP01	SGH5040064	8 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9100 1.42GHz
Server	HP Integrity rx2660	BKP02	SGH5040065	8 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9100 1.42GHz
Blade Enclosure	Hp Blade system C7000 BL860ci2			
Storage	HP EVA 4400	Storage	SGH038X738	6TB
Tape Library	HP MSL 4048		MXA034Z0FH	
SAN Switch	HP 8/24	SANSW01	USB031U025	
SAN Switch	HP 8/24	SANSW02	USB031U01X	
UTM	Fortigate 600D	UTM01	FGT6HD3917804445	
UTM	Fortigate 600D	UTM02	FGT6HD3917804583	





**Hardware at DR (To be replaced) :**

Item	Make & Model	Application	Serial No.	Configuration
Server	HP BL860i2	DB 11	SGH039XBJK	128 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	APP11	SGH039XBJL	80 GB RAM, 2*146GB HDD, 2 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	WEB11	SGH039XBJF	40 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	DB12	SGH039XBJH	128 GB RAM, 2*146GBHDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	APP12	SGH039XBJJ	80 GB RAM, 2*146GB HDD, 2 * Intel Itanium processor 9340 1.6 GHz
Server	HP BL860i2	WEB12	SGH039XBJE	40 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9340 1.6 GHz
Server	HP Integrity rx2660	BKP01	SGH504005X	8 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9100 1.42GHz
Server	HP Integrity rx2660	BJKP02	SGH504005W	8 GB RAM, 2*146GB HDD, 1 * Intel Itanium processor 9100 1.42GHz
Blade Enclosure	Hp Blade system C7000 BL860ci2		SGH039XBKC	
Storage	HP EVA 4400	Storage	SGA03600D2	6TB
Tape Library	HP MSL 4048		MXA034Z0FF	
SAN Switch	HP 8/24	SANSW11	ALJ2531F0HV	
SAN Switch	HP 8/24	SANSW12	ALJ2531F0HK	
UTM	Fortigate 620B	UTM11	FG600B3909601540	
UTM	Fortigate 620B	UTM12	FG600B3909601594	

**Servers Purchased for surrounding Applications at DC (AMC Required) :**

Make & Model	Serial No.	Configuration	Services Hosted	OS Installed	Warranty /AMC covered Till	Remarks
HP PROLIENT DL 380E Gen 8	SGH33740LL	64GB, 2*Intel Xeon E5 2420 1.90 GHz 6 Core, 4*1TB HDD	IBM MQ for RTGS	Win. 2008R2 Std. Edition	30.06.2020	AMC, Server Mgmt.& Support to be Provided

**Chaitanya Godavari Grameena Bank**

*RFP for Supply of Hardware & maintenance of Core Banking Application of the Bank*

*Feb'2020*



HP PROLIANT DL 380E Gen 8	CN74120HP5	64GB, 2 * Intel Xeon CPU E5-2407 v2 2.40GHz 4 Core, 4*1TB HDD	EKYC	Win. 2012 R2 Std. ROK	30.06.2020	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE R700	4C2ZXC2	16GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v3 3.50GHz 4 Core, 2*1TB HDD	SQUID PROXY	RedHat 7 Linux	10-04-2019	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 360 GEN9	SGH708YSLD	16GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v4 @ 3.50GHz 4 Core, 2 * 1 TB HDD	IMPS	Windows 2012 R2 Standard	28-03-2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 360 GEN9	SGH708YSLE	16GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v4 @ 3.50GHz 4 Core, 2 * 1 TB HDD	MIDE	Windows 2012 R2 Standard	28-03-2020	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE 640	J3BP9X2	32GB, 1 * Intel(R) Xeon(R) Gold 6128 CPU @ 3.40GHz 6 core, 2*1 TB HDD	C2ILFIUAT	RedHat 7.5 Linux	10-07-2024	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 360 GEN9	SGH728X9SX	64GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v4 @ 3.50GHz 4 Core, 2*1 TB HDD	OLV UAT	Windows 2012 R2 Standard	15-08-2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 360 GEN9	SGH739SSPS	32GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v4 @ 3.50GHz 4 Core, 2 * 1 TB HDD	BIOMETRIC AUTH	REDHAT 6.9 Linux	26-10-2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 360 GEN9	SGH739SSR4	32GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v4 @ 3.50GHz 4 Core, 2 * 1 TB HDD	OLV PRODU	Windows 2012 R2 Standard	26-10-2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 360 GEN9	SGH739SSPT	32GB, 1 * Intel(R) Xeon(R) CPU E5-2637 v4 @ 3.50GHz 4 Core, 2 * 1 TB HDD	HRMS PAR	Windows 2012 R2 Standard	26-10-2020	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE 640	7KY1HY2	32GB, 1 * Intel(R) Xeon(R) Gold 6128 CPU @ 3.40GHz 6 core, 2 * 1 TB HDD	DNS SERVER	Windows 2012 R2 Standard	31-07-2024	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE 640	7KY2HY2	32GB, 1 * Intel(R) Xeon(R) Gold 6128 CPU @ 3.40GHz 6 core, 2 * 1 TB HDD	To be hosted	Yet to install	31-07-2024	AMC, Server Mgmt.& Support to be Provided



**Servers Purchased for surrounding Applications at DR (AMC Required) :**

Make & Model	Serial No.	Configuration	Services Hosted	OS Installed	Warranty / AMC covered till	Remarks
HP PROLIANT DL 380E Gen 8	CN7424020G	64GB, 2*Intel Xeon E5 2407 2.40 GHz 4 Core, 4*1TB HDD	OLV FIG	Windows 2012 R2	30.06.2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 380E Gen 8	SGH3373VH0	64GB, 2*Intel Xeon E5 2420 1.90 GHz 6 Core, 4*1TB HDD	RTGS	Windows 2012 R2	30.06.2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 380E Gen 9	SGH739SSR2	32GB, 1*Intel Xeon E5 2637 v4 3.50 GHz 4 Core, 2*1TB HDD	SMS ALERTS	Windows 2012 R2	26-10-2020	AMC, Server Mgmt.& Support to be Provided
HP PROLIANT DL 380E Gen 9	SGH739SSR3	32GB, 2*Intel Xeon E5 2637 v4 3.50 GHz 4 Core, 2*1TB HDD	cggg bio metric	RedHat Linux	26-10-2020	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE 640	7KZ0HY2	32GB, 1*Intel Xeon Gold 6128 3.40 GHz 6 Core, 2*1TB HDD	DNS	Yet to install	31-07-2024	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE 640	7KZVGY2	32GB, 1*Intel Xeon Gold 6128 3.40 GHz 6 Core, 2*1TB HDD	Yet to install	Yet to install	31-07-2024	AMC, Server Mgmt.& Support to be Provided
DELL POWER EDGE 640	7KZXGY2	32GB, 1*Intel Xeon Gold 6128 3.40 GHz 6 Core, 2*1TB HDD	Yet to install	Yet to install	31-07-2024	AMC, Server Mgmt.& Support to be Provided



**Network Equipment at DC (AMC Required):**

Item	Make & Model	Serial No.	Warranty / AMC Till
Core Router	HPE MSR3044	CN6AK1N04D	March – 2022
Core Router	HPE MSR3044	CN6AK1N044	March – 2022
Core Switch	HPE 7506	CN6BHDJM9Y	March – 2022
Core Switch	HPE 7506	CN6BHDJ400	March – 2022
Switch	Aruba 2530 24 Switch	CN68FPF138	March – 2022
Switch	Aruba 2530 24 Switch	CN68FPF10W	March – 2022

**Network Equipment at DR (AMC Required):**

Item	Make & Model	Serial No.	Warranty / AMC Till
Core Router	HPE MSR3044	CN6AK1N03Y	March – 2022
Core Router	HPE MSR3044	CN6AK1N043	March – 2022
Core Switch	HPE 7506	CN6AHDJ0Z3	March – 2022
Core Switch	HPE 7506	CN6AHDJ394	March – 2022
Switch	Aruba 2530 24 Switch	CN68FPFOCT	March – 2022
Switch	Aruba 2530 24 Switch	CN68FPFOYW	March – 2022



## 28. Annexure – 17 : Transaction Volumes

The projected transaction volumes in Finacle CBS for hardware sizing is given below:

	Key Parameter	Actuals in a DAY As On Dec – 2019	Projections in a DAY					
			March -2020	March -2021	March -2022	March -2023	March -2024	March -2025
1	Branches / Sol	221	223	265	305	350	400	460
2	Users	1,247	1,255	1450	1660	1900	2180	2500
3	Concurrent Users	850	870	990	1130	1300	1500	1720
4	Customer accounts - Live	26,36,000	27,77,000	33,32,000	39,98,000	47,97,000	57,56,000	69,07,000
	Closed accounts	25,45,000						
5	Peak manual transaction in a day during the month Dec'2019 (both total debit & credit legs)	56,500	60,000	75,000	94,000	1,17,500	1,46,800	1,83,500
6	APBS, ACH, NEFT, RTGS, ATM, PoS, e-Com, IMPS, Mobile banking, UPI etc., Peak financial transactions in a day during the month Dec'2019	91,400	99,000	1,24,000	1,55,000	1,94,000	2,42,500	3,03,000
7	Peak system generated transactions in a day during the month (both total debit & credit legs) Dec'2019	2,72,600	2,89,000	3,61,200	4,51,500	5,64,400	7,05,500	8,81,000
8	Peak Total No of financial transactions (both debit & credit legs) in a day during the month Dec'2019 (Sum of 5+6+7)	4,20,500	4,48,000	5,60,200	7,00,500	8,75,900	10,94,800	13,67,500
9	Peak non-financial transactions in a day during the month	25,000	26,500	33,000	41,400	51,700	64,700	80,800
10	Peak transactions in the year in a day i.e., on 03-10-2019 (Interest Posting on SB Accounts) - 17,14,000.							



## 29. Annexure-18 Business Rules, Terms & Conditions of Reverse Auction

Reverse Auction event will be carried out among the technically qualified bidders, for providing opportunity to the bidders to quote the price dynamically for the procurement for which this RFP is floated.

### **Applicability:**

Reverse Auction is carried out under the framework of rules that are called Business Rules. All bidders participating in Reverse Auction shall understand/accept and give an undertaking for compliance with the same to the Bank in the prescribed Annexure-RA-1 enclosed as annexure. Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

### **Eligibility of Bidders to participate in Reverse Auction:**

Bidders, who are technically empanelled and accept the Business Rules, Terms & Conditions of Reverse Auction and submit the undertakings as per Annexure-RA-1, can only participate in Reverse Auction process. Bidders not submitting the above undertaking or submitting with deviations / amendments thereto will be disqualified from further evaluation / participation in the process of relevant procurement.

### **Compliance / Confirmation from the Vendor:**

The bidder participating in the Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP:

- a) Acceptance of Business Rules for reverse auction and undertaking as per format in Annexure-RA-1.
- b) Agreement between service provider and vendor (This format will be given by the service provider prior to announcement of Reverse Auction.)
- c) Letter of authority authorising the name/s of official/s to take part in Reverse Auction as per the format Annexure-RA-2.

### **Training**

The Bank will facilitate training for participation in Reverse Auction either on its own or through the Service Provider for the Reverse Auction.

Where necessary, the Bank/Service provider may also conduct a 'mock reverse auction' to familiarize the bidders with the Reverse Auction process.

Any bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any complaint/grievance at a later date.

### **Total Cost of Ownership (TCO)**

Total Cost of Ownership (TCO) refers to the aggregate amounts payable by the Bank for transfer of ownership.

TCO shall encompass but not limited to the following:

- a) Cost of the equipment/product or services
- b) License fee (Corporate or user specific as defined in the RFP) including Operating System/Database/Application licenses/Middleware/Anti virus etc.
- c) All existing taxes (including GST/Excise tax etc.), duties and levies.
- d) Installation and commissioning charges, if any



- e) One time implementation charges if any.
- f) Costs of Application, data base, Backup solution etc., version upgrades if any.
- g) The prices should include the comprehensive onsite warranty maintenance of equipment covering all components, services and visits to the concerned offices as specified in the RFP.
- h) Annual Maintenance Charges, ATS charges for the period specified in the RFP.
- i) Transportation and Forwarding charges to respective sites.
- j) Cost for shifting of equipment from existing DC/DR to proposed new DC/DR and commissioning of setup at new DC/DR.
- k) Training costs for the product/service/equipment if and as defined in the RFP.
- l) Service Level Agreement (SLA) costs as defined in the RFP for applicable period.
- m) Facility Management/infrastructure support costs as defines in the RFP.
- n) Insurance to cover the equipment for and from transit period till installation.

The TCO shall be arrived at after deducting 'buy back' costs involved and if/as defined in the RFP. TCO, however, shall not include variables of any entry tax. These shall be paid as per actual on production of receipts. However, no penalties in respect entry tax shall be paid by the Bank and the bidder shall bear such expenses.

#### **Date / Time for Training**

The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

The Bank shall endeavour to fix such Date/Time at mutual convenience to the bidder/s, Service Provider and the Bank.

No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either Reverse Auction or the whole process of selection of Vendor.

#### **Date / Time of Reverse Auction**

The Date and Time of commencement of Reverse Auction as also the Duration of 'Reverse Auction Time' shall be communicated at least 7 working days prior to such auction date.

Any force majeure or other conditions leading to postponement of auction shall entitle the bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.

#### **Conduct of Reverse Auction**

The Reverse Auction shall be conducted on a specific web portal meant for this purpose.

The Reverse Auction may be conducted by the Bank itself or through a Service Provider specifically identified/appointed/empanelled by the Bank.

#### **Service Provider's Role & Responsibilities**

In all Reverse Auctions conducted by the Bank through a Service Provider, the Bank shall enter into a separate agreement clearly detailing the role and responsibilities of the Service provider hosting the web portal for the Reverse Auction.

For creating necessary obligations and rights, the Service Provider will also enter into an agreement with each bidder as per the format designed by the Service Provider for this purpose.



The Bank shall resolve any points/issues concerning such agreement of the bidders and Service Provider. While a Service Level Agreement (SLA) by the Bank with the Service Provider is an agreement for smooth and fair conduct of the Reverse Auction, the Bank shall be directly responsible to the bidders for fair and transparent conduct of Reverse Auction.

The Service Provider at the end of each reverse Auction shall provide the Bank with all details of the bids and the reports of Reverse Auction. The Service Provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

#### **Training and Auction**

Service Provider/auctioneer is responsible for conduct of adequate training to all technically qualified bidders representing the Reverse Auction and bidding process.

Each bidder shall participate in the training at his/their own cost.

Wherever it is considered necessary and asked by the bidders or as decided by the Service provider/auctioneer or by the Bank, a mock auction may also be conducted for the benefit of all concerned.

Authorized representatives of the bidders named in the authorization letter given by the bidders (Annexure-RA-2) shall be given unique user name and password by the Service Provider/auctioneer.

Each bidder shall change the password and edit the information in the registration page after receipt of initial password.

All the bids made from the log-in ID given to the bidders shall ipso-facto be considered bid made by the bidder to whom log-in ID and password were assigned by the Service Provider/auctioneer. Any bid once made through the registered log-in ID/password by the bidder cannot be cancelled. The bidder, in other words, is bound to sell the 'Offering' as per the RFP at the bid price of TCO. Every successive bid by the bidder being decrement bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.

The Bank shall conduct the Reverse Auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different bidders. In other words, there shall never be a 'TIE' in bids.

#### **Proxy Bid**

A proxy bid is one where the bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him in participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.

When proxy bid is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in the bidding process.

Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.

During the training, the issue of proxy bidding will be clarified in detail by the Service Provider/auctioneer.

#### **Transparency in Bids**

All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.





### **Masking of Names**

Name of bidders shall be anonymously masked in the Reverse Auction process and the bidders will be given suitable dummy names.

After completion of Reverse Auction, the Service Provider/auctioneer shall submit a report to the Bank with all details of bid and the original names of bidders as also the L1 bidder with his/their original names.

### **Start Price**

Bank shall determine the start price either on its own or through the indicative commercial bid. Based on the price band so informed by the vendors, Bank would determine the start price for Reverse Auction.

### **Decremental Bid Value**

The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The bid decrement value shall be Rs.5,00,000/- or 0.25% of the start price of the Reverse Auction, whichever is higher.

The bid decrement value shall be rounded off to the nearest thousands of rupees.

For the sake of convenience of the bidders, the web portal shall display the next possible decrement value of the bid. It is not, however, obligatory on the part of the bidders to bid at the next immediate lower level only. That is, bids can be even at 2 or 3 levels lower than the immediate lower level.

### **Copy of Business Rules**

The Bank shall supply copy of the Business Rules to any bidder wishing to participate in the Reverse Auction. Such request shall be made in writing to the Bank by an authorized representative of the bidder.

The Bank shall also handover a copy of the Business Rules with a covering letter duly signed by an authorized signatory of the Bank.

For any dispute concerning the Business Rules, the hard copy of Business Rules supplied by the Bank for the reference of Reverse Auction process will alone be considered as final and binding.

### **Reverse Auction Process**

In order to reduce the time involved in the procurement process, Bank shall be entitled to complete the entire process through a single Reverse Auction. For this purpose, Bank shall do all it can to award the contract to L1 bidder.

The Bank shall however, be entitled to cancel the procurement through Reverse Auction process, if in its view procurement through Reverse Auction process cannot be conducted in a fair manner and / or in the interest of the Bank.

The successful bidder shall be obliged to provide a Bill of Material at the last bid price at the close of auction.

### **Expenditure on Reverse Auction**

All expenses of Reverse Auction shall be borne by the Bank.

The bidders, however, shall attend the training or mock auction at their own cost.

### **Change in Business Rules**

Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a committee of Senior / Top executives of the Bank.



Any / all changes made in Business Rules shall be uploaded in the Bank's website immediately. If any Reverse Auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Bank.

**Don'ts Applicable to the Bidders**

No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice of the Bank, the Bank shall disqualify the bidder/bidders concerned from the Reverse Auction process.

Bidder shall not disclose details of his bids or any other details concerning the Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank. Neither Bank nor Service Provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure etc. Bank shall, however, entertain any such interruptions, problems with an open mind and fair degree of transparency in the process before deciding to stop or extend the auction.

**Grievance Redressal**

Any aggrieved bidder through Reverse Auction process can make a complaint in writing within 48 hours of the Reverse Auction to the Bank.

The Grievance Redressal Committee formed by the Bank shall give a personal hearing to the aggrieved bidder and decide upon the complaint/grievance.

Decision of the Grievance Redressal Committee shall be binding on the Bank as well as on the bidders participating in the Reverse Auction.

**Errors and Omissions**

On any issue or area of material concern in respect of Reverse Auction not specifically dealt with in these Business Rules, the decision of the Bank shall be final and binding on all concerned.

Place:

Date:



## 30. Annexure - RA-1 Reverse Auction Undertaking

(To be submitted on company letter head by all Bidders participating in Reverse Auction)

To,

Date:

The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet, Guntur – 522 002

### DECLARATION

1. We \_\_\_\_\_ (name of the company) hereby confirm having submitted our bid for participating in Bank's RFP ref no \_\_\_\_\_ dated \_\_\_\_\_ for Supply, installation, maintenance of Hardware & maintenance of Core Banking Application of the Bank.
2. We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. We hereby undertake and agree to abide by all the terms and conditions stipulated by Bank in the RFP document including all annexures and the Business Rules for Reverse Auction.
4. We shall participate in the on-line auction conducted by \_\_\_\_\_ Ltd. (Auction Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.
5. We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the Bank may debar us from participating in future tenders.
6. We confirm having nominated Mr. \_\_\_\_\_, designated as \_\_\_\_\_ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in the Reverse Auction.
7. We undertake to submit the confirmation of last bid price by us to the auction company/Bank within 48 working hours of the completion of the event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of the RFP.

Signature with company seal

Name:

Company/Organization:

Designation within Company / Organization:

Address of Company / Organization:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Competent Authority:

Date:



## 31. Annexure - RA-2 Process Compliance Form

(The Bidders are required to print this on their company's letter head and sign, stamp before submitting)

### Letter of Authority for participation in Reverse Auction

To,

Date:

The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet, Guntur

1. We \_\_\_\_\_ (name of the company) have submitted our bid for participating in Bank's RFP dated \_\_\_\_\_ for selection of \_\_\_\_\_.
2. We also confirm having read and understood the terms of the RFP as well as the Business Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr. \_\_\_\_\_, designated as \_\_\_\_\_ of our company to participate in the Reverse Auction.
4. We accordingly authorize Bank and/or the Auction Company to issue user id and password to the above named official of the company.
5. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honour the Bids placed by Mr. \_\_\_\_\_ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the bank may debar us from participating in the future tenders for any such failure on our part.

Signature with company seal

Name:

Company/Organization:

Designation within Company/Organization:

Address of Company/Organization:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

Verified above signature

Signature of Competent Authority:

Date:



## 32. Annexure-19 Undertaking for not being blacklisted

(To be submitted by all Bidders on their letter head)

To,

Date:

The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet, Guntur

We \_\_\_\_\_ (bidder name), hereby undertake that

- We have not been blacklisted at any time by the Central/ any of the State Governments in India or any Financial Institution in India.
- We also undertake that, we were never involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)



### 33. Annexure -20 Authorization letter from OEM certifying Channel Partner/ Authorized Dealer

(This format has to be issued by Original Equipment Manufacturer on their Letter Head duly signed by authorized signatory/ies)

To, Date:  
The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet, Guntur

Dear Sir,

RFP Ref No: 099/51/RFP/2019-20/01, Date : 17.02.2020

We hereby certify that M/S ..... (Name & Address) is an Authorized Channel Partner/ Authorized Dealer (Strike out the not applicable) for Supply, installation, support and maintenance of Software /Hardware ..... supplied by our company for the last .... (Specify) years. Further, we certify that the Authorized Channel Partner/ Authorized Dealer ship agreement with M/S ..... is in force and is valid up to ..... (Specify Period).

Further, we hereby certify that M/S ..... is authorized to participate in the tender process for supply and implementation of proposed solution on our behalf and submit bids. We undertake to honor the Warranty and AMC terms & conditions as per the tender documents independent of continuation of the channel partnership / authorized dealership arrangement with M/S .....

We hereby undertake that the Model offered & empaneled will be available & supplied during the currency of the empanelment. Further, we confirm that the undersigned is authorized to issue this letter.

Yours Faithfully,

(Name, Designation, Address, Phone Number of the Authorized Signatory with Company Seal)

\*\*\*\*End of the Document\*\*\*\*